Pre-ETS Vendor Portal User Guide

Contents

Purpose

The purpose of the Pre-ETS Vendor Portal system is to collect federally and state required data in a format that will facilitate combined VR and Pre-ETS participant reporting at the level of detail required by the Rehabilitation Services Administration (RSA).

The portal provides a mechanism for providers to submit the data in the required format, and also allows for the application of business and federal rules at the point of data collection.

The system has been provided for this purpose by Vocational Rehabilitation (VR) and is required to be used for Pre-ETS consumer reporting. The system will be maintained by VR for this purpose.

Questions, issues and suggestions regarding the Pre-ETS Vendor Portal can be directed to email address: *fssa.pre-ets@fssa.in.gov* .

Security

User Authentication

In order to access the system, all users must register to receive a valid user authentication logon-ID. Users will access the system via the authentication website and will be redirected to the Pre-ETS Vendor Portal system upon successful user authentication.

User Roles

Users of the Pre-ETS Vendor Portal system include: VR Pre-ETS Contractors, VR Counselors and VR Pre-ETS Administrators.

Security rights are both hierarchical and role-based.

VR Pre-ETS Administrators have State-wide access to monitor and review data, run reports, respond to inquiries and to update data as needed. The administrators will also have “override” capability to make changes to data that normally would be disallowed. This override capability may be needed to change data after it has been reported to RSA (when the VR Pre-ETS Administrator obtains RSA approval) or to make other special exceptions to normal business rules as needed.

VR Pre-ETS Contractors have three user roles: Contractor Leads, Agency Leads and Pre-ETS Consultants.

Contractor Leads and Agency Leads have elevated rights over Pre-ETS Consultants.

Case Ownership

A case can be assigned to anyone within a Contractor group (Contractor Lead, Agency Lead, or Pre-ETS Consultant). A case cannot be assigned to a VR Pre-ETS Administrator. The case assignment allows the system to track who is ‘responsible’ (i.e., ownership) for a registered Pre-ETS consumer. It also allows tracking of service provision at the agency level within a contractor group.

When a consumer is entered into the system via the Intake screen, the consumer’s case is automatically assigned to the person that entered the information. The assumption is that the person entering the case will be the Pre-ETS consultant who will be responsible for the case on an on-going basis. However, a case can be transferred to another Pre-ETS consultant as needed to any other person within the same Contractor group. Contractor Leads and Agency Leads will have access to transfer cases to any Pre-ETS

Consultant in any of the Agencies within their Contractor group. Statewide, VR Pre-ETS Administrators can transfer cases across Contractor groups.

Case Access

All users within the same Agency within a Contractor group will have full access to each other's cases. Contractor Leads will have access to all cases for all Agencies within the Contractor group. Inter-agency access is the default; intra-agency access is not granted. This will be reflected in drop-down selections throughout the system. The only exception to this rule is the Transfer Case function which allows Agency Leads as well as Contractor Leads to transfer case assignment across Agencies within the full Contractor group.

Users from one Contractor group will *not* have access to other Contractor groups' consumer's data (unless acting as an Agency under more than one contractor). For Agencies under more than one Contractor, inter-agency versus intra-agency rules still apply.

When a Contractor also serves as an Agency under another Contractor, their Contractor group will be identified as their 'home' group, but they will be able to select the alternate Contractor as needed when providing services as an Agency under an alternate Contractor group. This will be reflected in drop-down lists throughout the system. For example, Sycamore Services is both a Contractor and also serves as an Agency for Easterseals Crossroads. For Sycamore Services consultants, their 'home' Contractor will default to Sycamore Services. However, Easterseals Crossroads will also be available for selection as an alternate Contractor as needed.

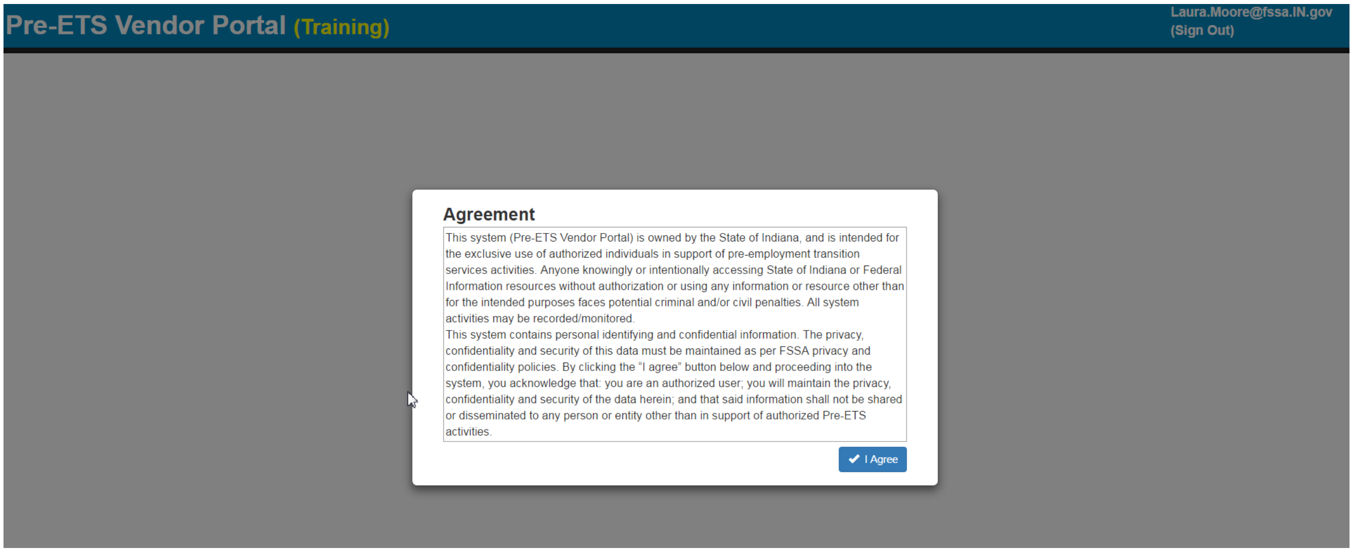
Privacy and Confidentiality/HIPAA

This system is used to collect consumer data that is required for VR's federal reporting to RSA. Some of the required data elements include PII and PHI confidential information. This information is protected under HIPAA. Consumer personal information must be protected at all times, while on-line or while using hard-copy materials. Any potential breach of protected information must be reported to the VR Pre-ETS administrator immediately.

In addition, FSSA contractors must comply with FSSA Privacy Compliance Policies. Contractor staff may only access, use, and disclose consumer personal information as authorized and permitted by FSSA VR policies and procedures. Any access to, use of, or disclosure of consumer personal information not authorized or permitted by such policies and procedures is strictly prohibited and constitutes a violation of the Privacy Compliance Policies. A full copy of the FSSA Privacy Compliance policies is available at website: www.in.gov/fssa/thehub/files/FSSA%20Confidentiality_VR_V1%20Training.pdf

User Privacy and Confidentiality Agreement

When users first login to the system, an agreement to comply with privacy and confidentiality policies will be presented. Users will not be permitted to access the system without first reviewing/agreeing to adhere to privacy and confidentiality policies. This agreement screen will only be presented upon the user's first access of the Pre-ETS system. Upon agreement, the agreement date will be recorded, and the user will be allowed to proceed to the Pre-ETS Vendor Portal. The user will not be presented with the agreement screen again.



Inactive Employees

It is the responsibility of the Agency and/or Contractor Lead to validate that a contractor's access to consumer personal information is immediately terminated upon leaving their agency or upon transferring to another business unit which should not have access to the Pre-ETS consumer data. This includes all access to electronic and/or paper files containing any client personal information.

For this purpose, an Inactivate User administrative function will be provided under the Administrative Menu. This will be available to Agency and Contractor Leads as well as VR Pre-ETS Administrators. [Note: Until this function is available, please email *fssa.pre-ets@fssa.in.gov* immediately when a user inactivation is needed.]

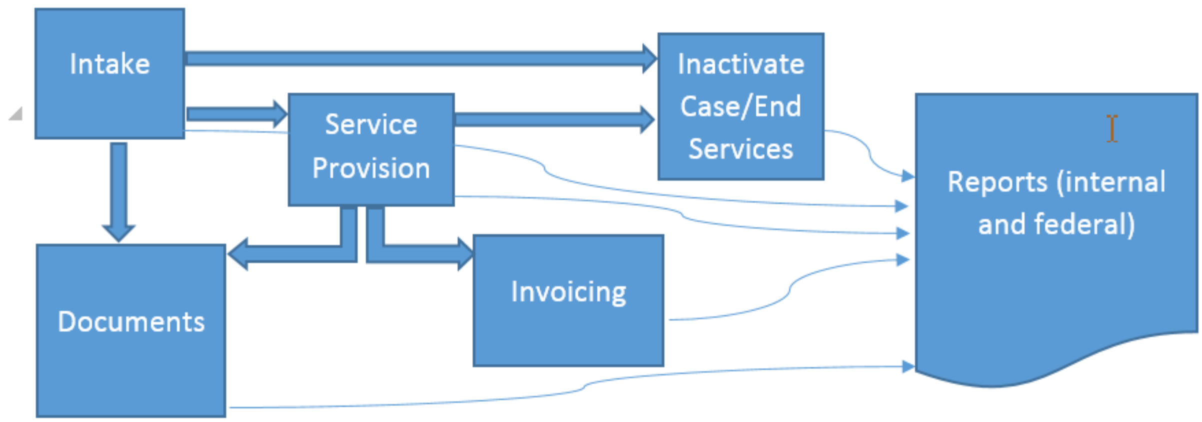
System Timeouts due to Inactivity on the screen

If there is no activity on the selected screen for one hour (60 minutes), the system will automatically time out. This is to protect the confidentiality of data within the system if you have stepped away from your device but have forgotten to log out. A message will be displayed:

> Your session is about to time out. You will automatically log out from your current session in:
>
> M:SS *[Note: This will display how many minutes before the automatic logout will occur.]*
>
> If you would like to remain logged in, please click "OK".

Simply click the OK box if you would like to remain logged in.

Basic Workflow in Life of Pre-ETS Case



The Pre-ETS consumer must first complete Intake information to register as a Pre-ETS consumer.

After the consumer is registered, Services can be provided as needed until such time as the Consumer graduates or no longer requires services, at which time the consumer's Pre-ETS case can be inactivated (i.e., services will be ended).

Alternatively, if the consumer decides not to pursue services, the case can be inactivated after Intake and prior to Service Provision.

As a result of Intake and Service Provision, and all through the life of case, collateral documentation can be collected and uploaded for the case as needed.

Services will be aggregated and invoiced (in summary form with other consumer's services) on a monthly basis.

All information pertaining to the case will feed various Reports, both internal and also federal reporting.

Note: It is possible for a Pre-ETS Consumer to also receive VR services or to transition from Pre-ETS to VR services. This means that the consumer can already be a VR consumer at the time of Pre-ETS Intake, or they can apply for VR services during Pre-ETS participation, or they can apply for VR services after Pre-ETS participation.

Getting Started

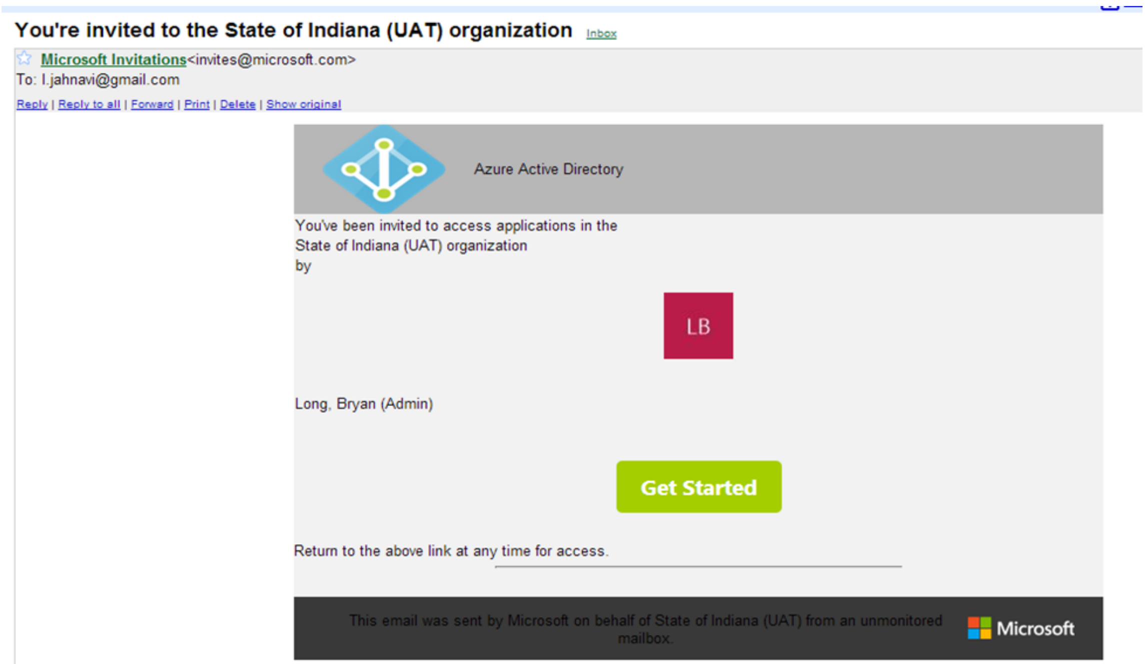
The Pre-ETS Vendor Portal will utilize Azure active directory authentication based on registered users. This allows for two levels of authentication, the first active directory authentication level must be passed in order for the user to proceed to the Pre-ETS Vendor Portal. The Pre-ETS Vendor Portal system will then apply a second layer of authentication to allow login to the system. If both levels of authentication are passed, security rights within the Pre-ETS Vendor Portal will be role-based.

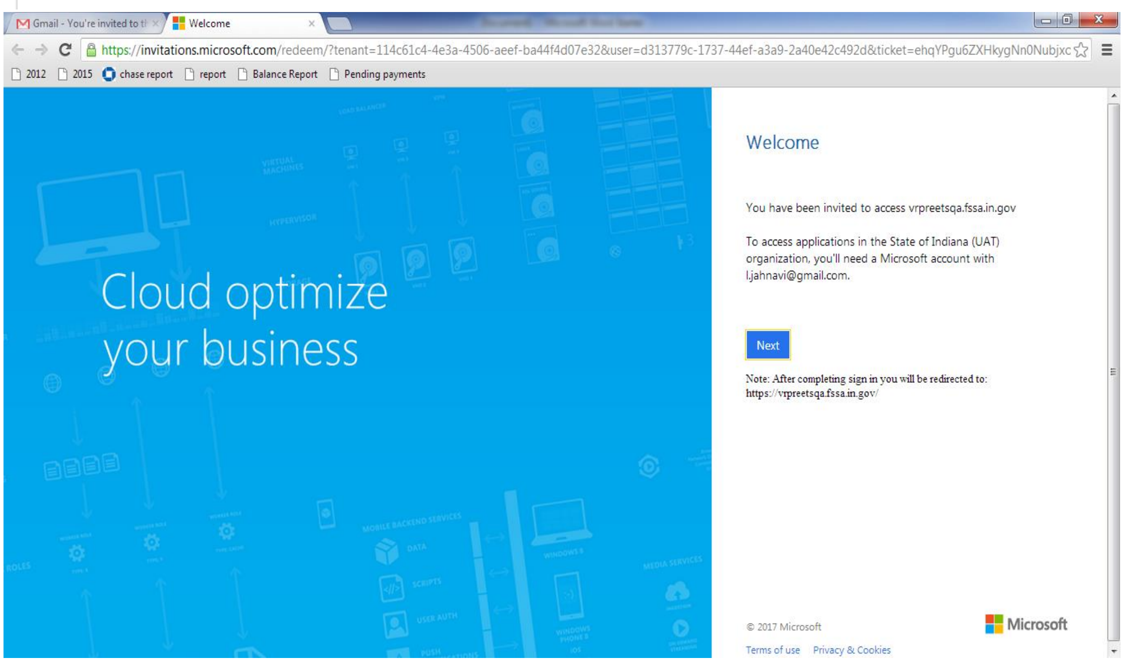
When a user is first registered, they will receive email notification(s) regarding a Microsoft Invitation (You're Invited!) from Microsoft Invitations. An email will be sent for each Vendor Portal environment for which the user has been registered (usually either Training/UAT or Production). The email will include a Get Started link which allows the users to complete the registration of their login ID. New users must follow the instructions and proceed through the screens until the registration is completed.

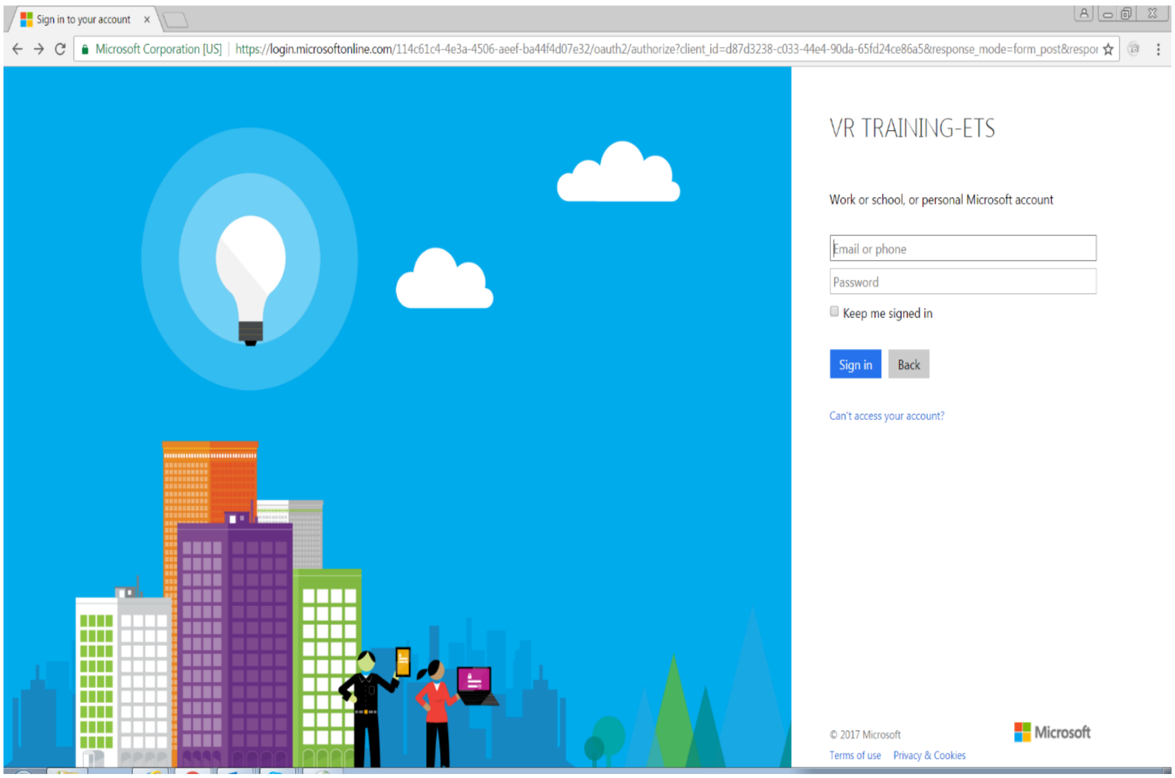
After successful registration, after launching the URL just click on the desired environment to proceed to the vendor portal. When prompted for email or phone, please use the email address that you specified on your registration form.

Upon the first access to the Pre-ETS Vendor Portal, an agreement screen will be launched as mentioned and displayed in the User Privacy and Confidentiality Agreement section. Review and click the I Agree button in order to proceed with access to the system.

If any issues are encountered that prevent login, please contact *fssa.pre-ets@fssa.in.gov* to report the issue and obtain assistance.





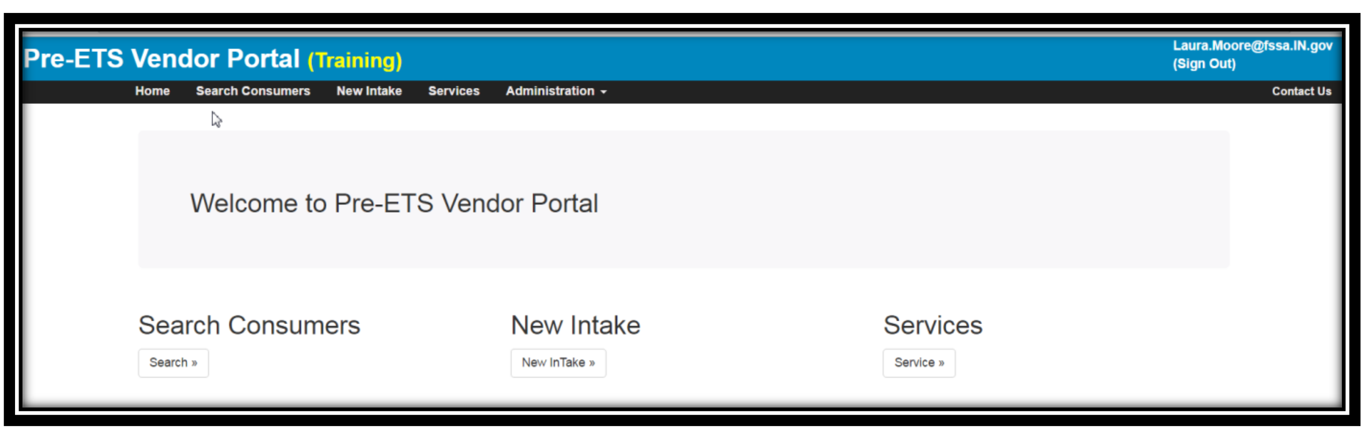


Home Page

Upon accessing the system, the user will be presented with the Home Page.

From this page, the user can:

- Search for existing consumers
- Choose to enter a new Intake
- Search for/enter new Services
- Access the Administration Menu
- Sign out of the system



Contact Us

This page contains contact information to report issues, questions, suggestions and concerns to the VR Pre-ETS Administrators for their review.

Consumer Search

This function will allow users to search for specific consumer records. A variety of search criteria can be used, in different combinations.

Type of Search

There are five (5) types of Consumer Searches: Consumer ID, Consumer Name, School Name, Temporary SSN, and Missing Document. When a Search Type is selected, the next field to the right will dynamically change to reflect the selected Type.

- The most specific consumer search criteria (filter) that can be applied is the Consumer ID. This is the unique Pre-ETS consumer number that is assigned to the consumer's case at the time of intake.
- For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When First Name is used, Last Name and First Name should be separated by a comma.
    - Example: Smith,John or Smith,J).
- If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
- The Schools drop-down will present a full list of the schools covered under the Pre-ETS Contracts. This drop-down will list only the schools covered by the selected Contractor.
- Temporary SSN – This will result in a list of consumers that had a temporary SSN created by the system due to the 'real' SSN not being available at the time of the intake. Temporary SSNs begin with '999' per RSA requirements. Note: The Temp SSN column in the results grid will show Yes or No. Yes indicates that a temporary SSN was assigned. No indicates that a 'real' SSN was entered.
- Missing Document – The Missing Document search will provide a drop-down list of document types, as well as the value All. All will result in a list of consumers that are missing all documents (i.e., no documents have been uploaded). The other search items will result in a list of consumers that are missing only the specified document types. Supporting documentation is required, and this is a useful tool to identify cases where such documents are missing.
- Intake Date From and Intake Date To – This will result in a list of consumers whose intake date occurred within the specified date range. The Intake Date will display in the results grid.

Additional Search Criteria

Additional / multiple filters can be applied: Consumer Status, Contractor, Agency, or Pre-ETS Consultant. The more specific the search criteria, the fewer results that will be displayed.

The Consumer Status values include:

- Intake (Intake means that the consumer's Intake record has been entered, but no services have been entered)
- In-Service (In-Service means that the Intake and Service(s) have been entered)
- Inactive (Inactive means that the consumers' services have ended, and as a result the consumer's Pre-ETS 'case' is closed)
- Active (Intake and In-Service) (Active means that the Intake and Service(s) have been entered)

The Contractor drop-down will default to the user's 'home' Contractor group, but if other Contractors are available per the user's access, they will also be available for selection.

The Agency drop-down will default to the user's 'home' Agency, but if other Agencies are available per the user's access, they will also be available for selection.

The Pre-ETS Consultant drop-down will display a list of names of Contract Leads, Agency Leads and Pre-ETS Consultants based on the user's security and/or limited by the selected Contractor/Agency.

If a Search field is not used, then it will default to all that are available per the user's security clearance.

Contractor Leads will have access to all information for all Agencies within their contract. For Contractor Leads (or for VR Pre-ETS Administrators), if more than one Agency within the contract is assigned to work with the consumer, the consumer will show in the grid results more than once (once for the Primary/ assignment and again for Secondary assignments).

The Search button will display all results matching the criteria in the results grid.

Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.

If a record in the grid is selected and 'double-clicked', the action taken will be the same as selecting the record and clicking on Add/Modify Service.

Export to Excel

All of the records in the results grid (even if multiple pages) can be exported to excel by clicking the Export to Excel button at lower right underneath the results grid. The excel file will appear in lower banner on the screen, on left hand side. Double click on the box to open the file and then save as needed. Note: As always, proper confidentiality and security precautions must be taken with any files containing PII.

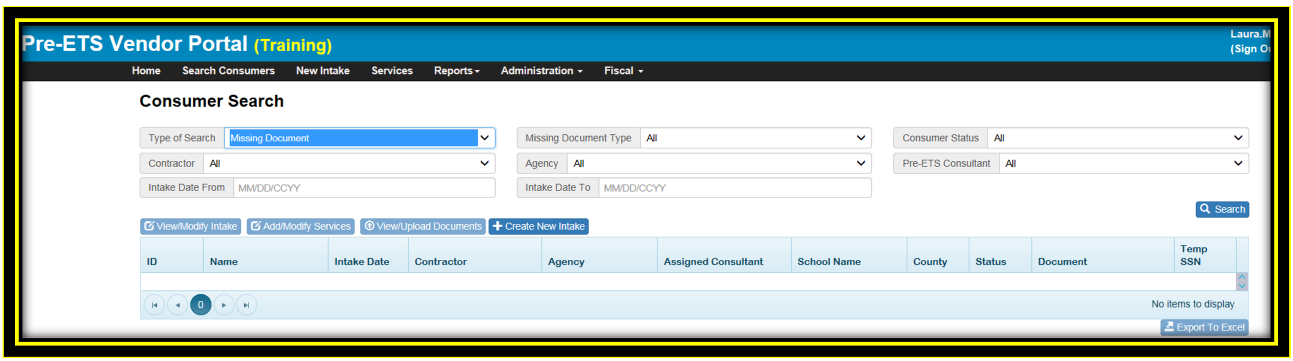
Available Functions

When a consumer record is selected in the grid, available functions include: View/Modify Intake, Add/Modify Services, View/Upload Documents, and Export to Excel for the results grid.

When viewing existing Intake records, if a consumer is shared, only the Primary Contractor/Agency will be able to update the Intake information. Secondary Contractor/Agencies may view the Intake, but cannot change the information.

If the desired consumer record is not found in the results grid, a Create New Intake function is available and can be used to enter a new consumer intake record.

Note: Add/Modify Services will disallow the addition of the first new service for a consumer if either or both of the required pre-requisite documents [Disability Documentation and Intake Rubric (Pre-Test)] have not yet been entered.



Intake

No services can be entered for a consumer until the consumer's Intake information has been entered.

All of the fields in red font are required fields.

When a SSN is entered that matches an existing Pre-ETS consumer, an error message will display which will prevent the entry of a duplicate consumer.

When SSN is not available, a match will be performed and an error will display which will prevent the entry of a duplicate consumer based on an exact match on Last Name, First Name, Date of Birth and Gender for an existing Pre-ETS consumer. A warning will be displayed for a possible duplicate consumer based on an exact match of Last Name, Date of Birth and Gender but a mismatch on First Name after the first two characters. The error for a possible duplicate consumer will not prevent entry. The Consumer ID and the Contractor with whom the consumer is registered will be provided in the warning message. The warning will not prevent entry in the off-chance that the client actually has similar information but is not the same person. If the consumer is within your agency, you will be able to view the consumer information to determine if it is a duplicate. It is important to avoid entering duplicates as this causes errors with federal reporting. When in doubt and/or if you are unable to view intake information because the consumer is registered with another agency, seek assistance from FSSA Administrators via email at *fssa.pre-ets@fssa.in.gov.*

When a SSN is entered that matches an existing VR consumer, an informational message will state that a match has been found. This match will also occur if SSN is not available, but the Last Name, First Name, Date of Birth and Gender all are an exact match an existing VR consumer. The available VR info will then auto-populate, but the info can be updated if needed.

If the SSN matches a VR consumer who was determined ineligible by VR, an error message will be presented and the Intake cannot be saved. A message will instruct the user to contact *fssa.pre-ets@fssa.in.gov* with questions or concerns about the provision of services to this consumer. The purpose is to stop intake and to prevent service provisions that are disallowed by RSA.

When the SSN is unknown or is not available, the system will assign a 'temporary' SSN in the format required by RSA (which starts with a '999'). Do not attempt to assign a 'fake' SSN, as the system must assign unique SSN's to each consumer for federal reporting purposes. To allow the system to assign the SSN, check the "SSN not available" checkbox. If at a later date, the SSN is obtained, uncheck the checkbox in order to enter the SSN. The 'real' SSN should be entered whenever possible to match against VR consumers and to facilitate accurate federal reporting.

The SSN can and should be updated if a correction is needed. For example, if a temporary SSN was entered and later a valid SSN is provided, or if it is determined that a digit or two of the SSN needs to be corrected. The correction will be included in federal reporting.

The information that is available in Intake drop-downs will be limited by the user's security clearance, including School.

The Contractor drop-down will default to the user's 'home' Contractor, but if more than one is available per user's security clearance, they will be available for selection.

The Pre-ETS Intake Date is required, but will *not* default to current date; it must be manually entered. It can be back-dated. There is a back-date limit of 10-01-2016 (the earliest Pre-ETS contracts' start date.

- If a user attempts to change the Intake Date after the original entry, the following additional rules will be applied:
  - Intake Date cannot be greater than any Service Session Date.
  - Intake Date cannot be greater than the case's End Date (i.e., case inactivation date).

The consumer's age should be between 14 – 22 years old. An error will occur if the consumer is younger than 14 or already 23 or older at Intake per the DOB. This is to prevent intake and service provision to a consumer that is too old to receive Pre-ETS services per RSA.

More than one Race value can be entered by checking all of the applicable boxes. Minimally at least one Race must be entered.

Stated Disability is a drop-down field. Click the Select Stated Disability (for new intakes) or click Modify Stated Disability (for existing cases) in order to enter disabilities.

- Multiple disability options can be selected.
- The "Other, please specify:" option, which requires additional comments to be entered, can be selected when an appropriate option is not available or when additional comments need to be added.

For the Student Plan field, when the option "Has neither an IEP nor 504 Plan" is selected, a conditionally required field "Specify Other Verification of Disability" will appear and will be a required field. In addition to this field which identifies the manner in which the verification of disability was obtained (via Student Plan or other means), the actual supporting documentation must be collected and maintained, whether it is a copy of a 504 or IEP plan or other documentation that verifies disability.

For the School field, a list of valid schools for the selected Contractor will be available for selection. School is a required field. If you cannot find a school in the drop-down list, schools can be added using the Administration menu's Manage Schools function. This function is available to Contract Leads.

Note: Secondary Contractor/Agencies can view intake data, but if the consumer's school is not included in the Secondary Contractor's list of schools, the school field will not be displayed on the Intake screen.

The Expected Year of High School Graduation or Exit is used to show the expected graduation date or a post-graduation Exit date (whichever is later). For example, some students may receive a certificate of completion with their class but decide to stay in school for another year. It is the later exit date that should be recorded if appropriate.

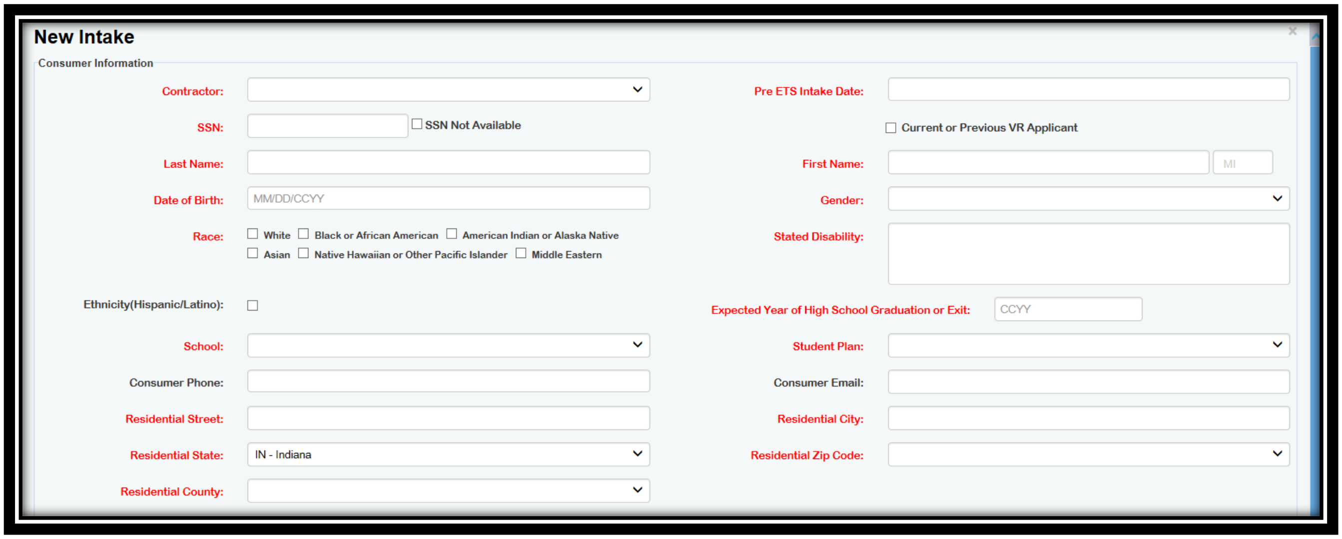
The Expected Year of High School Graduation or Exit cannot be in the past nor more than six years in the future.

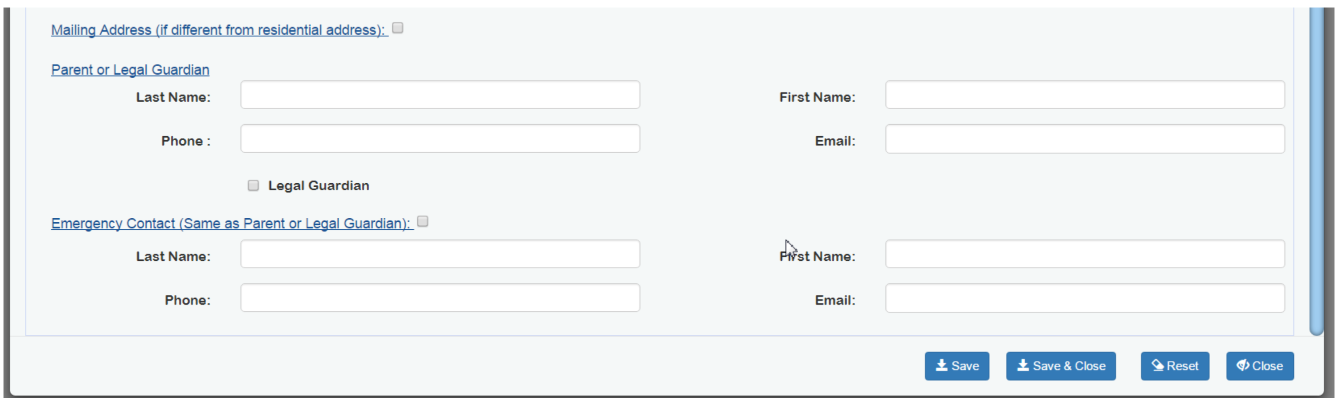
- An error will occur for either of these two conditions that will prevent the entry of the Intake. For questions or concerns regarding provision of services to a particular consumer, please contact VR Pre-ETS administration at email *fssa.pre-ets@fssa.in.gov.*
- A warning message will be issued if the graduation date will occur when the consumer is 23 or older. This message won't prevent Intake entry, but will alert the user that the consumer may be 23 or older at the Expected Year of High School Graduation or Exit (and thus the case may need to be closed prior to graduation due to RSA age restrictions for Pre-ETS services).
- A warning message will be issued if the graduation date will occur when the consumer is 23 or older.

There are three optional sections at the bottom of the web page. Please note that there is a scroll bar on the right of the Intake screen to allow the user to scroll down to enter these sections:

- Mailing Address - This section does not need to be completed unless it is different than the residential address. To complete this section, check the checkbox and it will expand to allow the fields to be entered. If the checkbox is checked, then the address fields are required.
- Parent or Legal Guardian – This section is reserved for the entry of Parent or Legal Guardian information. The Legal Guardian checkbox should be checked if the person entered here is the Legal Guardian of the Pre-ETS Consumer.
- Emergency Contact – This section does not need to be completed unless it is different than the Parent or Legal Guardian information. If the Emergency Contact is the same as the Parent or Legal Guardian information, check the checkbox next to the Emergency Contact label in order to automatically populate the fields with the same values that were entered into the Parent or Legal Guardian section.

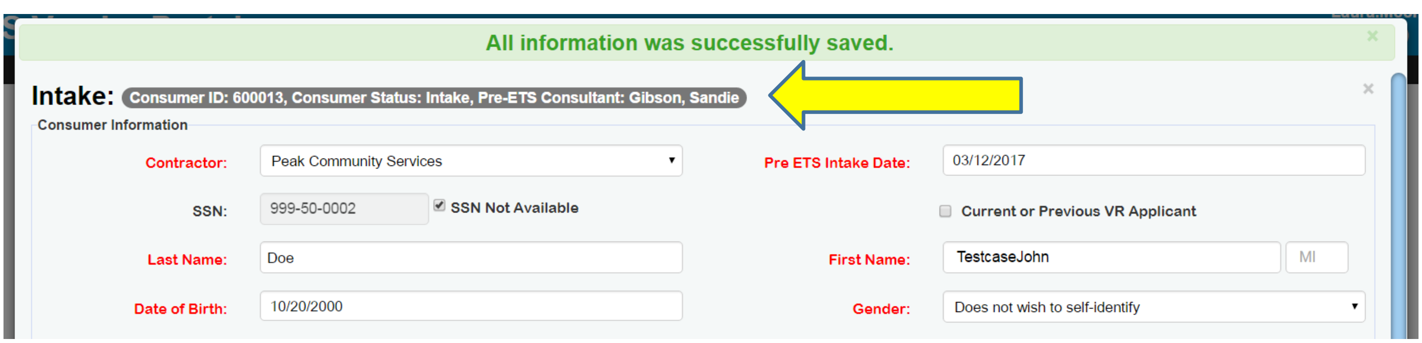
The Reset button will allow the user to clear all of the entered fields, until the data is saved. After save, the Reset button will be disabled.





After Save, if there are Errors, a message will be displayed at the top of the screen, and the fields in error will show an error message underneath the field.

However if the Save is successful, a successful save message will be displayed at the top of the screen, and the Consumer ID (unique number), Consumer Status (initially, the Consumer Status is Intake) and the Consultant (i.e., case owner) will be assigned. The current values will be displayed at the top of the Intake Screen and will display each time the Intake is viewed. The Consumer ID, Consumer Status and assigned Consultant are display-only values that are assigned by the system.



Services

Service Search

The Services function launches a Services Search screen. From this screen, the user can either search for a particular Service Session and select it to View or Modify, or the user can create a New Service session record.

Type of Search

Similar to Consumer Search, there are three (3) types of searches: Consumer ID, Consumer Name and School Name. When a Search Type is selected, the next field to the right will dynamically change to reflect the selected Type.

- Consumer ID is the unique Pre-ETS consumer number that is assigned to the consumer's case at the time of intake. Searching by Consumer ID will result in a list of all service sessions (individual and group) in which the consumer participated.
- For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When First Name is used, Last Name and First Name should be separated by a comma.
    - Example: Smith,John or Smith,J).
    - If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
    - Like the Consumer ID search, the consumer name search will result in a list of all service sessions (individual and group) in which a consumer (with a matching full or partial name) participated.
- The Schools drop-down will present a full list of the schools covered under the Pre-ETS Contracts. This drop-down will list only the schools covered by the selected Contractor. The Schools search will result in a list of all service sessions for consumers associated with a particular school.

Additional Search Criteria

Additional / multiple filters can be applied: Service Status, Contractor, Agency, Service Consultant, Date Range (Date From, Date To), and Service Category. Service Consultant represents the consultant who provided the service. The more specific the search criteria, the fewer results that will be displayed.

The Service Status values include:

- In-Process (In-Process means the Service Session has been added, but has not yet been invoiced and is thus still updatable)
- Invoiced (In-Process means that the Service Session has been included on a monthly Invoice which has not yet been paid)
- Paid (Paid means that the Service Session was included on a monthly invoice which has been paid)

The Contractor drop-down will default to the user's 'home' Contractor group, but if other Contractors are available per the user's access, they will also be available for selection.

The Agency drop-down will default to the user's 'home' Agency, but if other Agencies are available per the user's access, they will also be available for selection.

The Pre-ETS Consultant drop-down will display a list of names of Contract Leads, Agency Leads and Pre-ETS Consultants based on the user's security and/or limited by the selected Contractor/Agency.

The Date From and Date To fields can be used to specify a date range for the search. If not entered, the Date To field will default to the current date.

The Service Categories search field allows the user to search for all Service Sessions which included a specific service category. The categories include:

- Job Exploration Counseling
- Work-based Learning Experiences
- Workplace Readiness
- Instruction in Self-Advocacy
- Counseling on Opportunities for Enrollment in Post-Secondary Education

If a Search field is not used, then it will default to all that are available per the user's security clearance.

The Search button will display all results matching the criteria in the results grid.

Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.

Export to Excel

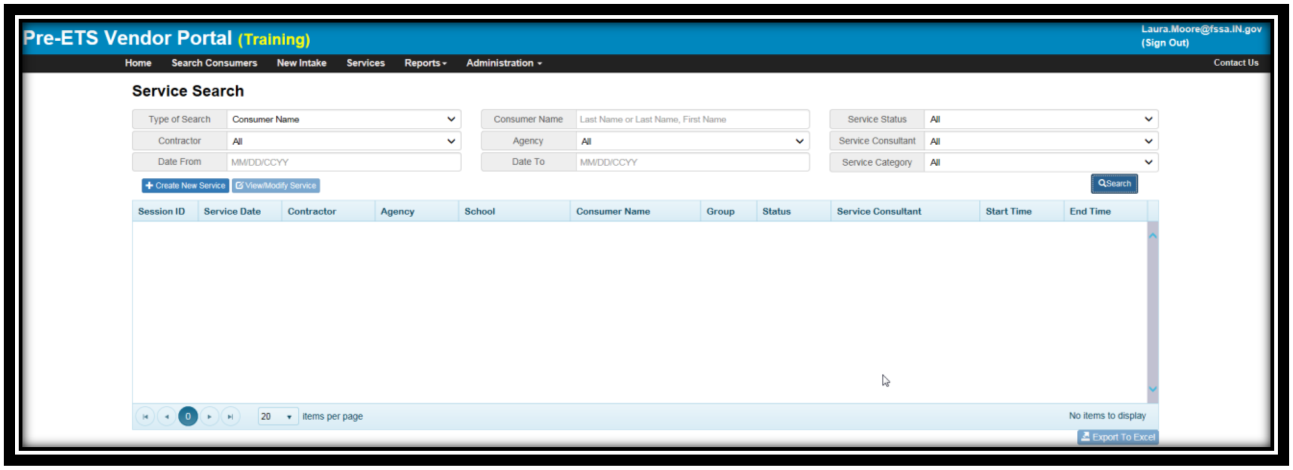
All of the records in the results grid (even if multiple pages) can be exported to excel by clicking the Export to Excel button at lower right underneath the results grid. The excel file will appear in lower banner on the screen, on left hand side. Double click on the box to open the file and then save as needed. Note: As always, proper confidentiality and security precautions must be taken with any files containing PII. Please be aware that for Group Sessions, the Service Search results will list a row for each consumer in attendance.

Available Functions

When a consumer record is selected in the grid, available functions include: Create New Service, View/Modify Service.

If the desired Service Session record is not found in the results grid, a Create New Service function is available and can be used to enter a new consumer intake record.

Alternatively, the user can View/Modify a particular Service Session by double-clicking the desired Service Session in the results grid, or selecting the desired Service Session and clicking the View/Modify button. Only one Service Session at a time can be selected for View/Modify.



Service Session

The Service Session screen allows users to add a New Service Session or View/Modify or Delete an existing session. Users will only be allowed to modify a service session up to the point it has been invoiced. Once the service session is invoiced, it is no longer modifiable, nor can it be deleted.

Pre-ETS Consultants, Agency Leads, Contract Leads and VR Pre-ETS Administrators all have the authority to enter and modify un-invoiced service sessions per their access rights. However, only Agency Leads, Contract Leads and VR Pre-ETS Administrators can delete a service session. This is to be used to correct mistakes such as accidentally entering a duplicate service session record.

The Service Session is designed to record information about the actual services that were provided after the services have been provided. It is not used to record planned services before they occur. The Service Session is used to record services that occurred on a specific date.

Service Sessions cannot be entered prior to the upload of the pre-requisite Disability Documentation and Intake Rubric (Pre-Test) documentation.

The Service Session must specify at least one service and at least one consumer. The Service Session screen can be used to record an individual –or- a group service session.

If services were provided to an individual separately, not in a group session, a separate service session must be entered for that consumer. If a consumer received multiple services on the same date, the individual service session can record all services for that date.

For group sessions, all services entered will apply to all consumers entered in the service session. Again, the service session can have only one date, which is the date that the group session occurred. The assumption is that all of the consumers in the group session received the same services. Therefore, all of the services entered for the session will apply to all of the consumers entered for the session. If this is not the case, and a particular consumer received additional or different services than other consumers in the group session, then an individual session must be entered for that particular consumer for all services that differed from the rest of the group.

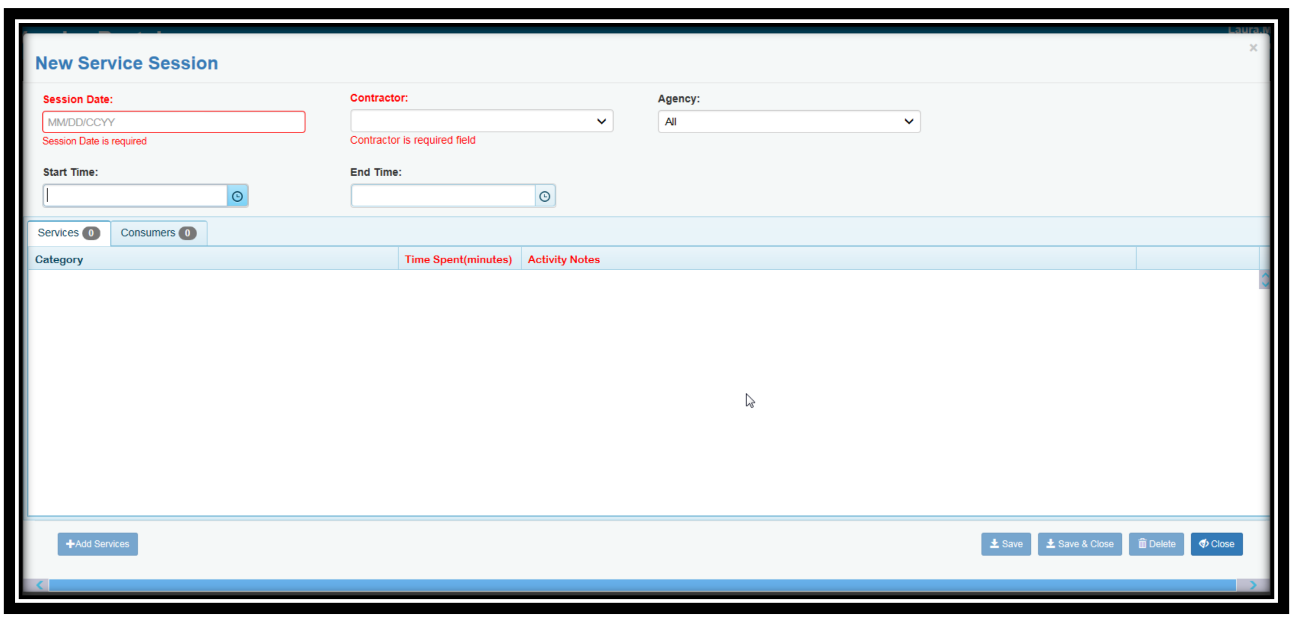
When adding a new service session, the Session Date will *not* default to the current date and must be manually entered. The date can be backdated, but it cannot be prior to the Intake date nor can it be entered as a future date. Also, the Session Date cannot be after the case End Date for any of the selected Consumers (i.e., the case inactivation date).

For a new service session:

- The Contractor drop-down will default to the user's 'home' Contractor group, but if other Contractors are available per the user's access, they will also be available for selection.
- The Agency drop-down will default to the user's 'home' Agency, but if other Agencies are available per the user's access, they will also be available for selection.
- For agencies serving under more than one Contractor, it is important to select the appropriate Contractor/Agency combination.
- A service session can have only one Contractor/Agency combination. This is to allow the service to be associated with the Agency that provided the service.
- Optionally, a Start and End Time can be entered for the service session. This represents the start and end time for the entire session and can be used for provider time reporting. These fields are included in the search results grid. Note: The time spent by service category is still required for federal reporting purposes, whether the Session Start and End Times are populated or not.

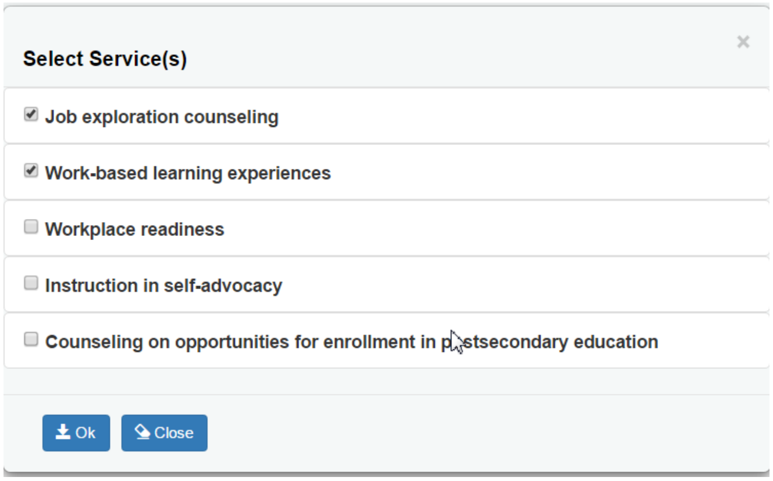
There are two tabs on the Service Session screen: Services and Consumers. The number of services and the number of consumers in the service session will be displayed on the tab. For a brand new services session, these counts will be zero (0) until services and consumers have been added.

Services and consumers can be added in either order, and the user can toggle back and forth between tabs as needed.



Services

The Add Services button can be used to select the service categories that were provided in the service session. When first launched, a list of the five service categories will be presented. Multiple service categories can be selected by checking each desired service category checkbox. Click OK to add the service categories to the service session.



After service categories have been added, if the user returns to the Add Service screen, only the remaining unselected service categories will be listed for selection.

Each service category requires the entry of Time Spent (in minutes) and a description of the Activities performed per category per session. The Activity Notes will automatically 'wrap text' per the width of the Activity Notes column in the grid.

Services can be removed by using the Remove button. This can be used if a service was entered in error. A warning message will be issued to make sure the user really intends to remove the line.

Consumers

The Add Consumer button can be used to select the consumers that participated in the service session. The Add Consumer button will launch a Select Consumer(s) page.

Select Consumer(s)

The Select Consumer(s) page allows the user to search for and select the consumer(s) that participated in the service session.

Only consumers for the selected Contractor will be available for selection.

Note: For Contractor Leads who are adding services, when a consumer is 'shared' across agencies within the contract and the Consumers tab is used to select consumer cases *without* limiting the Agency selection criteria, the Primary and Secondary case assignments will show up in the selection list. Please take care to select the appropriate Agency within the contract when adding services. The system will disallow a 'duplicate' selection of the same consumer with different case assignments (Primary and Secondary assignments).

Two Search criteria can be entered: Type of Search and School.

The Type of Search drop-down includes Consumer ID and Consumer Name. Consumer ID is the most specific method for consumer search. For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When the First Name is used, Last Name and First Name should be separated by a comma.

- Example: Smith,John or Smith,J).
- If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
- Like the Consumer ID search, the consumer name search will result in a list of all service sessions (individual and group) in which a consumer (with a matching full or partial name) participated.

The Schools drop-down will present a list of the schools covered by the selected Contractor. The Schools search will result in a list of all consumers associated with the selected school.

Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

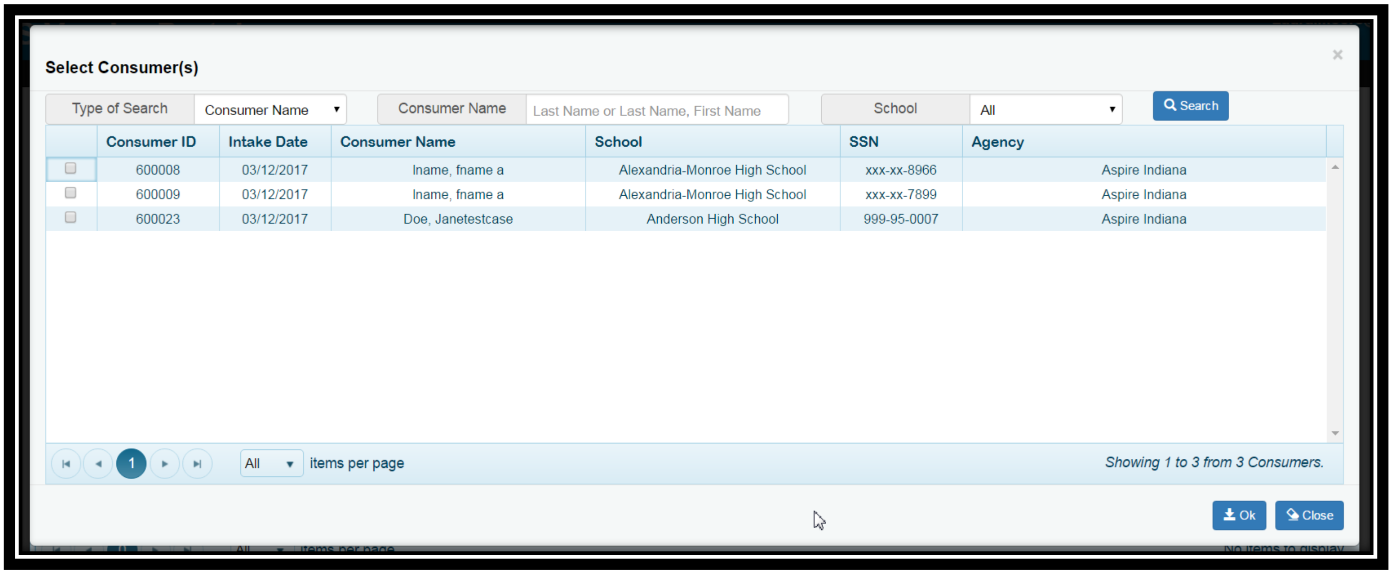
Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.

The consumers that participated in the session can be selected by checking the checkbox in the first column. Multiple consumers can be selected, as long as they are from the same Agency.

Click OK to add the consumer(s) to the service session.



Only the last four (4) digits of the SSN are displayed for 'real' SSNs. The last four digits are displayed in order to help the user to identify a student. However, if a temporary SSN was assigned, the full SSN is displayed in order to alert the user that the last four digits are not from a 'real' SSN. When a full SSN starting with '999' is displayed, this indicates that the SSN is a temporary SSN.

Once a consumer has been selected, the system will recognize if the user selects consumer(s) from another Agency and will present a warning message that the previously selected consumers will be removed if the user proceeds with this selection.

Consumers that have already been selected will not be displayed if the user returns to the Add Consumer/ Select Consumer(s) screen.

When a consumer is selected for whom the two required types of documentation [either or both of Disability Documentation and Intake Rubric (Pre-Test)] have not yet been uploaded, an error message will display which will prevent selection of the consumer for service entry. Other consumers that pass this edit can be selected for the Service Session.

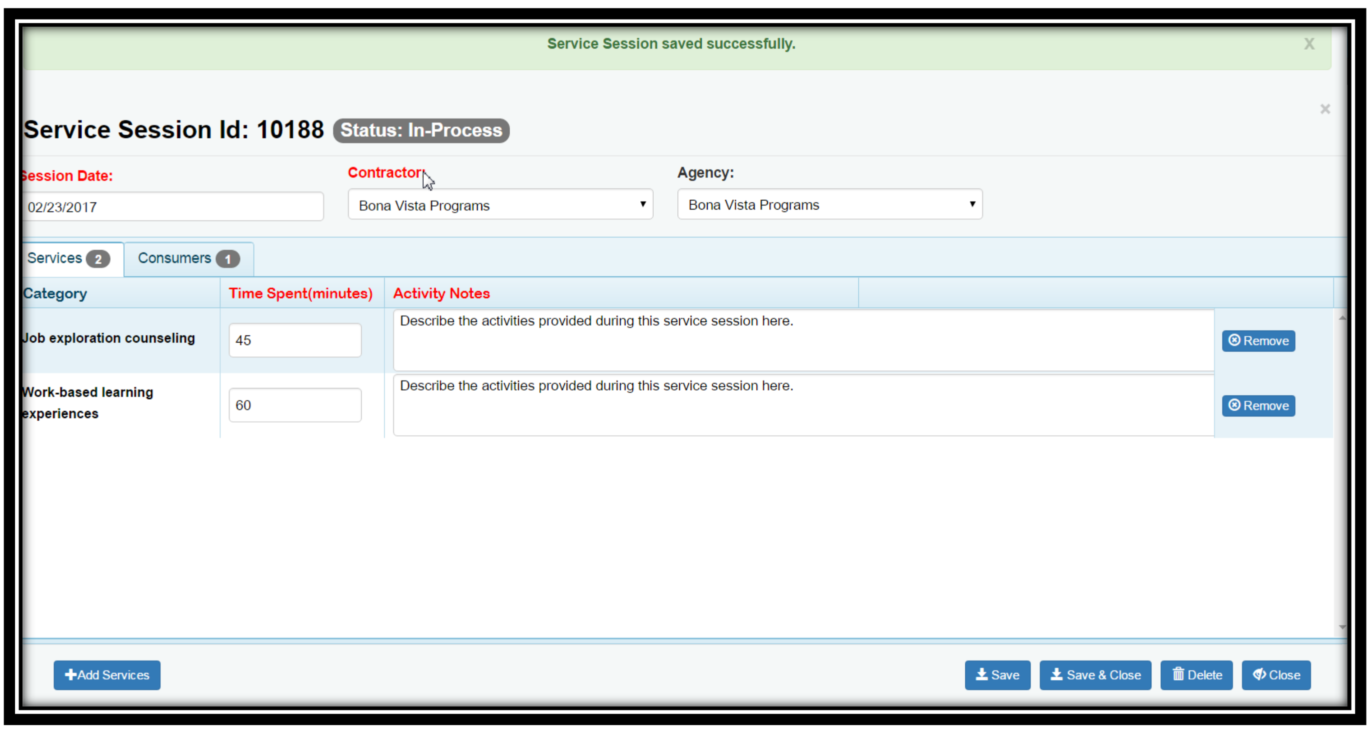
If a consumer is selected who has an intake date after the Service Session Date, an error will occur. The user must decide if the Service Session Date is in error or if the consumer was selected in error and correct the issue in order to save the service session.

A warning message will display when duplicate records are detected upon Save or Save Close. This is based on an exact match with an existing service session record for the following fields: Contractor, Date, Consumer, Service Category and Time Spent. The message is a *warning* that prompts the user to click OK to proceed with the save despite the duplicate entries, or click Cancel to review the duplicates. The warning does *not* totally stop the user from saving, just in case multiple sessions were actually provided for the consumer on the same day for the same service. This must be determined by the user.

- When Cancel is clicked, only those entries within the service session that are detected as duplicates will be highlighted, in order for the user to review and decide whether or not they wish to proceed with the save.
  Hint: When in doubt, the user has three options:
  - Launch a second Pre-ETS session to search for and review the duplicate services to help with this decision before they proceed –or-
  - Make note of the duplicate records and *proceed* with the save, and later delete any entries that are true duplicates per review –or-
  - Make note of the duplicates and *remove* them *prior* to save and then later re-enter the records if they are *not* true duplicates.

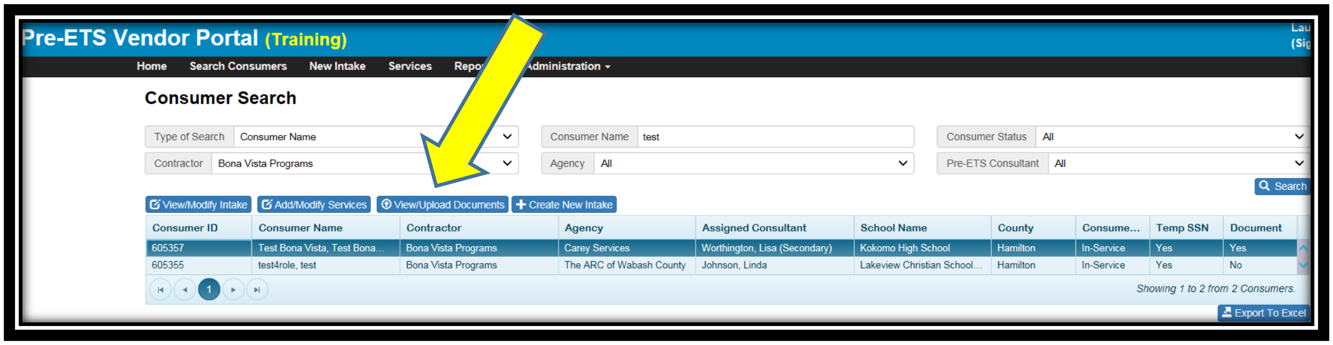
Once a service session is successfully saved, the Service Session ID and Status will be displayed at the top of the screen. These are system-assigned display only values. The initial value for the service status is In-Process until the service is later Invoiced and then Paid.

For service sessions that were Invoiced using the Vendor Portal Fiscal/Generate Invoice functionality, the portal Invoice# will display next to Status: Invoiced.



Documents

This function will allow users to upload documents to attach to a Pre-ETS consumer's case. Because the documents are case-specific, this function is launched from the Consumer Search screen. Select the desired Consumer, and click the View/Upload Documents button.

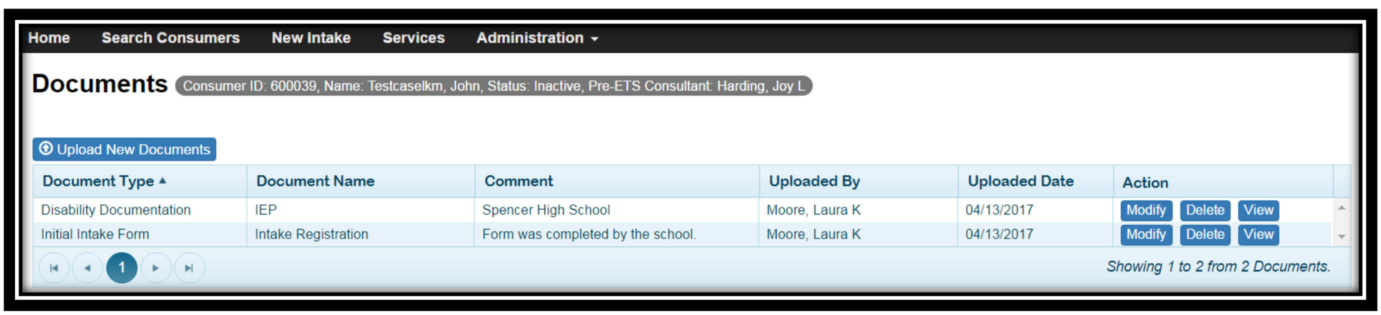


The Documents screen will then be presented. Case information will be displayed next to the Documents Header: Consumer ID and Name, Case Status, and the Assigned Consultant.

If a consumer is shared, Documents entered by both the Primary and Secondary Contractor/Agencies will be available for View. However, Contractor/Agencies will only be able to Modify/Delete the Documents uploaded by *their* Contractor/Agency. Secondary assignments will be designated as such by Secondary in parantheses next to the Assigned Consultant's name.

Results Grid

A results grid will display the existing documents for the case. As with other grids, the results are sortable by column header.



Available Functions

Users will be able to Modify, Delete or View existing documents or Upload New Documents.

For existing documents, the Modify, Delete and View buttons are in the right-most column in the grid.

- Click Modify to change the Document Type, Document Name or the Comment for the selected document.
- Click Delete to remove an unwanted document (e.g., a document that was added to the wrong case or to delete a document which is out of date and needs to be replaced).
- Click View to open and view the selected document.

Users will not be able to edit/change the content of documents that have already been uploaded to Pre-ETS.

- In order to update a document, the user should:
  - Delete the document from Pre-ETS.
  - Modify the document on their workstation and convert the document to PDF.

- Upload the updated PDF to replace the old document.

Special Rules for the Documents Delete function:

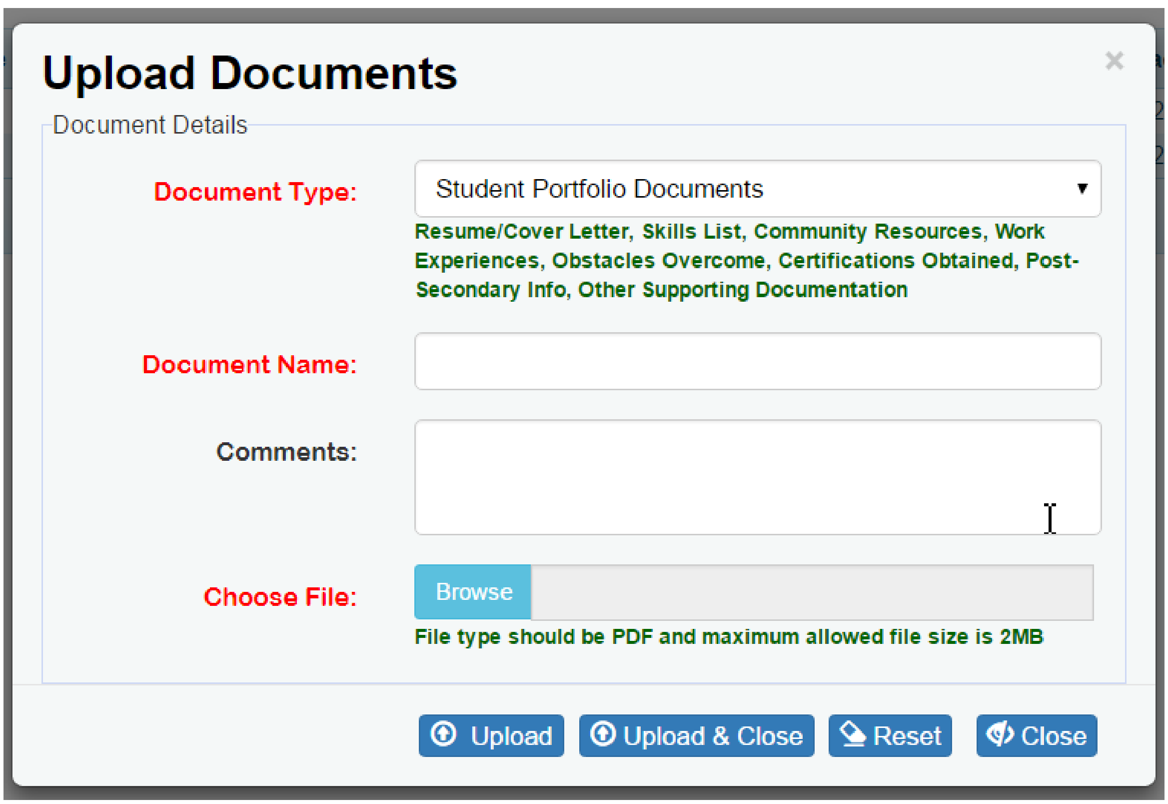
- Consent for Release Forms cannot be deleted. If you have added a Consent form in error (for example on the wrong case) and need it to be deleted, please contact email Fssa.Pre-Ets@fssa.IN.gov for assistance.
- After a case has been inactivated, Documents cannot be deleted. Again, if there are documents that were added in error which need to be deleted, please email Fssa.Pre-Ets@fssa.IN.gov for assistance.

Note: If a document is accidentally deleted, there is a 15 day window in which the document can be restored. Please immediately report the issue with the contract/agency, consumer name, information regarding the document to be restored and the approximate date of document deletion to email address Fssa.Pre-Ets@fssa.IN.gov for assistance.

Upload Documents

To Upload a document, click the Upload New Documents button at the top of the grid on the left-hand side.

The Upload Documents screen will then be presented. Fields in red font are required.



There are only four fields:

- Document Type (required to categorize the document).

    - If a selected Document Type might be used for a variety of specific documents, a list of the documents will display underneath the Document Type field as shown in the screen shot above.
- Document Name (required because this is the how the document name is stored in Pre-ETS).
- Comment (which is optional and can be used to help identify the document or add other useful information).
- Choose File (required in order to select the document to be uploaded).
    - The Browse button is used to navigate on your server(s) to the document that is to be uploaded. The display is the same as using Windows Explorer to select the desired path to a server/folder/document.

Documents are categorized by document types to make it easier to find specific documents associated with the case. The Document Types include:

- Disability Documentation (i.e.: IEP, 504, or Other Disability Documentation)
- Initial Intake Form
- Intake Rubric (Pre-Test)
- Post-Test Rubric
- Consent for Release Forms
- Student Portfolio Documents (i.e.: Resume/Cover Letter, Skills List, Community Resources/Employers, Work Experiences, Obstacles Overcome, Certifications Obtained, Post-Secondary Information, or Other Supporting Documentation)

Available Functions

There are four action buttons:

- Upload (after completing the required fields, click Upload to upload the document. A successful or error message will display at the top of the screen. The screen will stay open after the action is completed.)
- Upload & Close (this will upload the document and will also close the screen after briefly displaying the successful or error message at the top of the screen).
- Reset (will clear all fields if used prior to an Upload button)
- Close (Close the screen without uploading or after a successful Upload)

Upon clicking an Upload button, behind the scenes a malware/virus scan will be run against the document. A message will display when this process begins.

Document Requirements

The documents must be in PDF format or an error message will display preventing upload. The Browse function will default to document type of Adobe Acrobat Document (i.e., PDF).

The documents cannot exceed 2MB or an error message will display preventing upload.

    - Note: If you have scanned a document and the size exceeds 2MB even when it is only a few pages long, you may need to adjust the use a lower resolution setting. Sometimes very high resolutions will cause document size to be excessively large.

The document must pass a malware/virus screen in order to be uploaded or an error message will display preventing upload.

After a case has been inactivated the uploaded Documents are 'locked', meaning that the Delete button will be disabled for all but VR Administrators. Note: If a document needs to be deleted after inactivation, until the reactivate function is available, please email Fssa.Pre-Ets@fssa.IN.gov to request the deletion. Please include contract/agency, consumer name, and information regarding the document to be deleted.

Reports Menu

Demographic Report

This report is designed to assist with reporting of consumer counts, average age, and other statistics.

This report is available to Contractor Leads, Agency Leads and VR Pre-ETS Administrators.

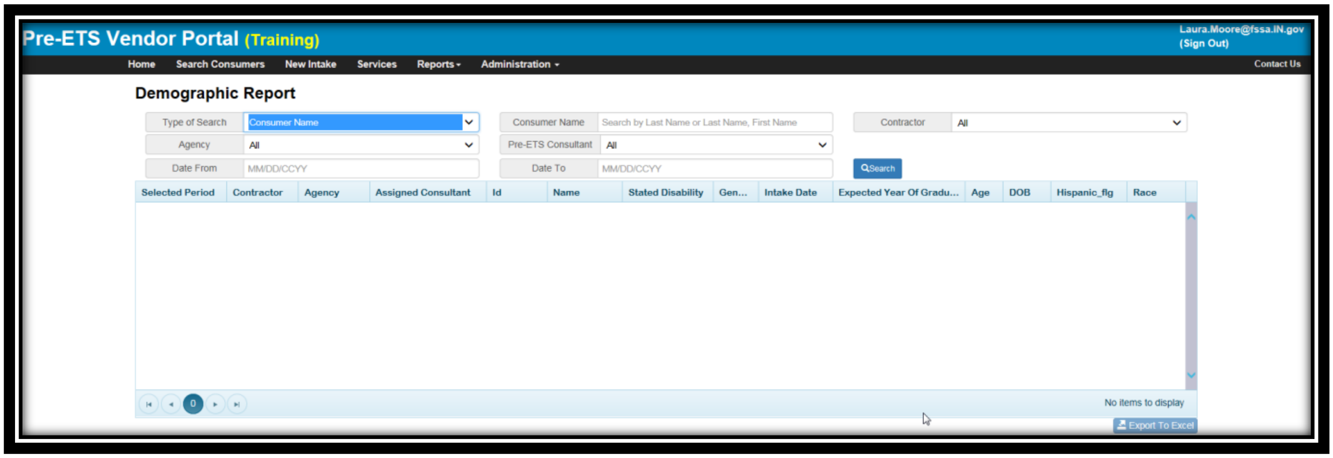
This report is available for export to Excel in order to sum, sort or filter the results as desired. Note: This report contains PII and PHI. Care must be taken to protect all consumer confidential information.

The following selection criteria is available: Consumer Name or ID, Contractor, Agency, Pre-ETS Consultant (which represents the Assigned Consultant), and Date From/Date To for the desired activity date range.

The date range selects cases that were active during the selected period. For example, when the Intake Date is after the End Date or the Closure/Exit Date is prior to the Intake Date, the case will not be included. When no dates are specified, all cases for the specified Contractor/Agency/Pre-ETS Consultant will be included.

The Contractor field and Agency field default for contractors. Contractor Leads can change the default Agency to All if desired for a list of consumers for all agencies within their contract, per the search criteria. Entering additional search criteria will narrow the search results.

For Contract Leads and VR Pre-ETS Administrators, Secondary assignments will show up as 'duplicate' records for the consumer, but with different Contractor/Agency. This will only occur for Contract Leads if the consumer is 'shared' across multiple agencies within their contract. Secondary assignments are shown with Secondary in parantheses next to the Assigned Consultant name. When using the report for statistical reporting/summary counts and it is known that Secondary assignments might exist within a contract for example, care must be taken to remove duplicate entries for the same consumer after the report is exported to Excel.



Demographic History Report

This report is very similar to the Demographic Report (designed to assist with reporting of consumer counts, average age, and other statistics).

This report is available to Contractor Leads, Agency Leads and VR Pre-ETS Administrators.

This report is available for export to Excel in order to sum, sort or filter the results as desired. Note: This report contains PII and PHI. Care must be taken to protect all consumer confidential information.

Although similar to the Demographic report, the Demographic report will *exclude* cases that are no longer assigned to the Contractor/Agency as a Primary or Secondary. The Demographic History report will *include* cases that were previously assigned, even if the case has since been transferred to another Contractor/Agency. This will allow for full reporting of clients served during a specified time range, even if the case is no longer assigned.

Note: The report includes selection criterion of Pre-ETS Consultant, and the Assigned Consultant is a column in the report. Therefore, if a case was transferred to a different consultant within a Contractor/Agency, the client will display more than once in the report (once for each Assigned Consultant}. Care should be taken to remove duplicates when seeking a total clients served count.

Document History Report

This report provides a report for all (undeleted) documents per selection criteria.

This report is available to Contractor Leads, Agency Leads, Pre-ETS Consultants and VR Pre-ETS Administrators.

This report is available for export to Excel.

The Document report is similar to the display on the Document screen, except that the Document screen will display documents for only one client case. The Document report will list documents for *all* cases within the selection criteria that are allowed to be viewed by the user.

The Document report will display documents uploaded by the user's Contractor/Agency, even if the case is no longer assigned as a Primary or Secondary.

View is the only functionality allowed (Modify and Delete are not allowed from this report).

On the Document screen, all documents are displayed for the Primary assigned Contractor/Agency. On this report, to see all documents (even those uploaded by other agencies previously assigned), Contractors can specify All in the Agency selection criteria.

Possible Duplicate Consumer Report

This report is designed to identify duplicate consumer entries. When a duplicate SSN is entered for a new Intake, entry will be prevented. However, often the SSN is not available at the time of entry and a unique 'temporary' SSN is entered. This report will identify duplicate consumers based on an exact match of Last Name, First Name, DOB, and Gender –or- a possible duplicate with an exact match on all but the first name, but with at least the first two characters of the first name matching.

These will be displayed in the results grid under Match Type as either an Exact Match (i.e., based on exact match on Last Name, First Name, DOB, and Gender) or First Name Mismatch (i.e., based on exact match on Last Name, DOB, and Gender, but the first name does not match after the first two characters of the first name).

This report is available to all users and is available for export to Excel in order to sum, sort or filter the results as desired. The report works much like a Search, allowing selection criteria.

The following selection criteria is available: Contractor, Agency, Pre-ETS Consultant, and School. The Contractor field will default for contractors but can be selected by VR Pre-ETS Administrators. Entering additional search criteria will narrow the search results.

The report content will list the client's ID and Name, as well as the assigned Contractor, Agency, Assigned Consultant, case Status, School Name, etc.

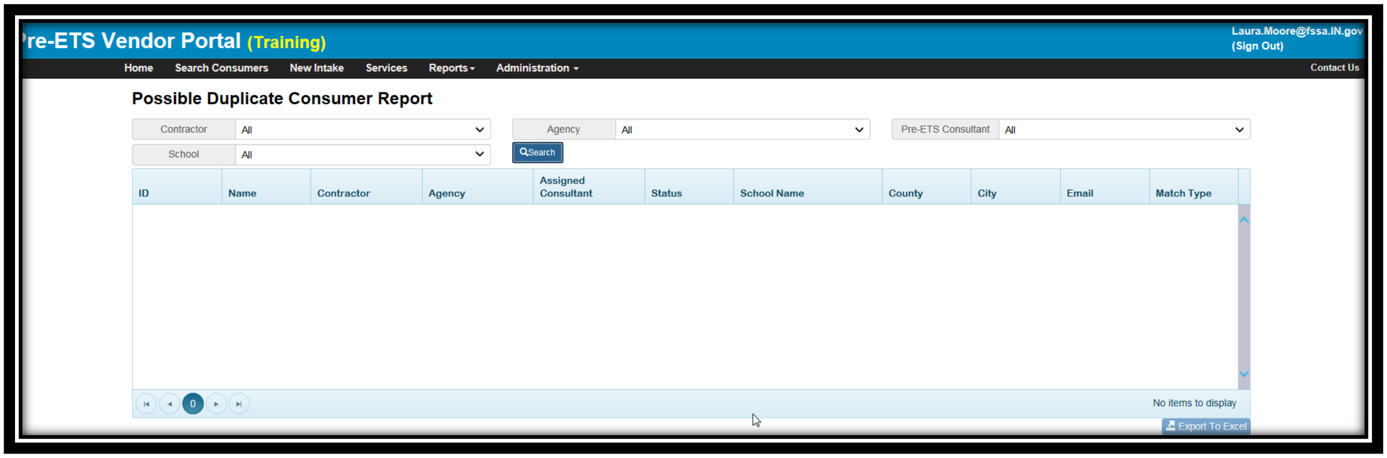
Only Primary case assignments will be included in this report. Secondary assignments will not be listed.

If only one occurrence of a consumer's name is shown in the result set, this means that the same consumer has been registered with another Contractor. When this occurs please email Fssa.Pre-Ets@fssa.IN.gov for assistance.

The purpose of this report is to facilitate early detection and cleanup of duplicate cases. This should occur as quickly as possible after Intake, prior to the entry of services. The earlier that the duplicate case is detected, the easier it will be to correct the duplication. For this reason, it is recommended that the report should be run frequently for early detection.

There should be only one Intake entry per client. The oldest case should be retained and the 'extra' newer case should be deleted. A deletion is allowable only if the case is still in Intake Status (and has no documents/services). To delete a case, please email Fssa.Pre-Ets@fssa.IN.gov to request deletion of a duplicate case.

Sometimes, Documents and/or Services may have been entered under both of the duplicate cases. When this occurs, please email Fssa.Pre-Ets@fssa.IN.gov for guidance and assistance.



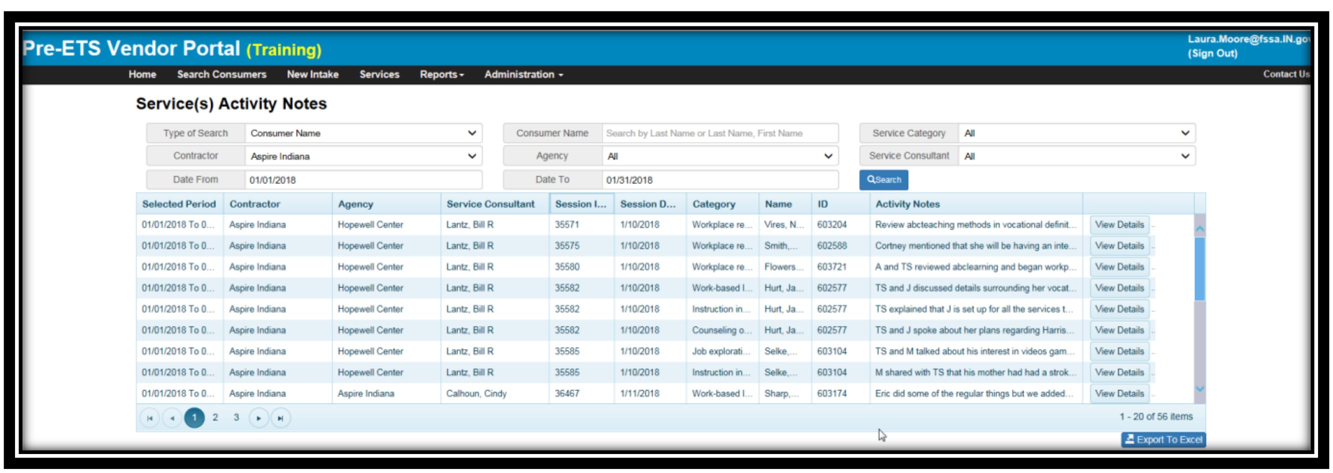
Service Activity Notes

This report will list all service notes for the selected consumer(s) with service activity within the Date From/Date To date range.

This report is available to Contractor Leads, Agency Leads, Pre-ETS Consultants, and VR Pre-ETS Administrators. For Contractor Leads, Agency Leads and Pre-ETS Consultants, the Contractor and Agency field will default. For Pre-ETS Consultants, the Service Consultant field will also default. Contractor Leads can change the default Agency.

As with other reports, entering additional search criteria will narrow the search results. The Service Consultant search criteria represents the consultant who provided (entered) the services.

This report can be exported to Excel and the Notes fields can be expanded within Excel to improve readability.



Service Session Details for Monthly Billing

This report is designed to facilitate billing review. This report is currently available to Pre-ETS Administrators, Contract Leads, Agency Leads, and Pre-ETS Consultants. The report is available for export to Excel in order to sum, sort or filter the results as desired. The report works much like a Search, allowing selection criteria.

The following selection criteria is available: Contractor, Agency, Service Consultant, Date From and Date To, and Service Category. The Contractor and Agency fields will default for contractors but can be selected by VR Pre-ETS Administrators. Contractor Leads can change the Agency field. For Pre-ETS Consultants, the report will show only the services that they provided and the Service Consultant will default accordingly to their name. To select a single month, enter the start and end date for the month in the Date From and Date To fields (MM/DD/CCYY) format.

A single Service Category can be selected or All.

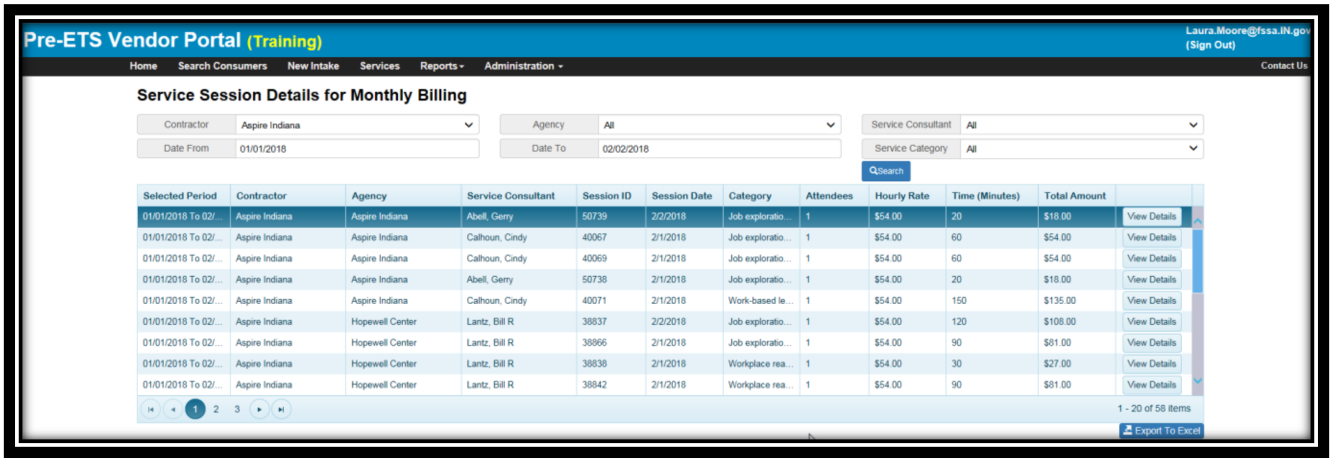
The report content will list each Service Session for the selected Contractor(s) and Service Category(ies) within the Selected From and To time period. The report will include a line for each Service Category within the Session. The number of attendees, Time Spent (in Minutes) for that Service Category, and the Rate for that session will be included, as well as the calculated Total Amount for the service within the Session. The Service Consultant (that entered/provided the services) is also included. Rates will reflect the rate in effect at the time the service was provided.

Because a line is listed for each Service Category within the Session, up to 5 lines per session may be displayed. Consumer names are not included in this report.

On the far right of the results grid, a View Details button will be displayed. When clicked, this will open the Service Session screen associated with the record in the grid.

Example to determine the total amount for a service category within a month for a Contractor:

- Select desired Contractor
- Select desired Service Category
- Select desired month's Date From and Date To (enter start and end date in the From and To fields)
- Export results to Excel
- Use the Excel Sum function against the Total Amount column to determine the total amount.
- This process can be repeated for each Service Category. Alternatively a report can be run for the month for All Service Categories in order to obtain the overall total amount for the month.
- If you wish to see one Agency's portion of the billing under that Contractor for the period, repeat above steps but also use the Agency filter to report one agency at a time. Note: For total billing for the Contractor, do not use the Agency filter.



Service Session Details by Consumer

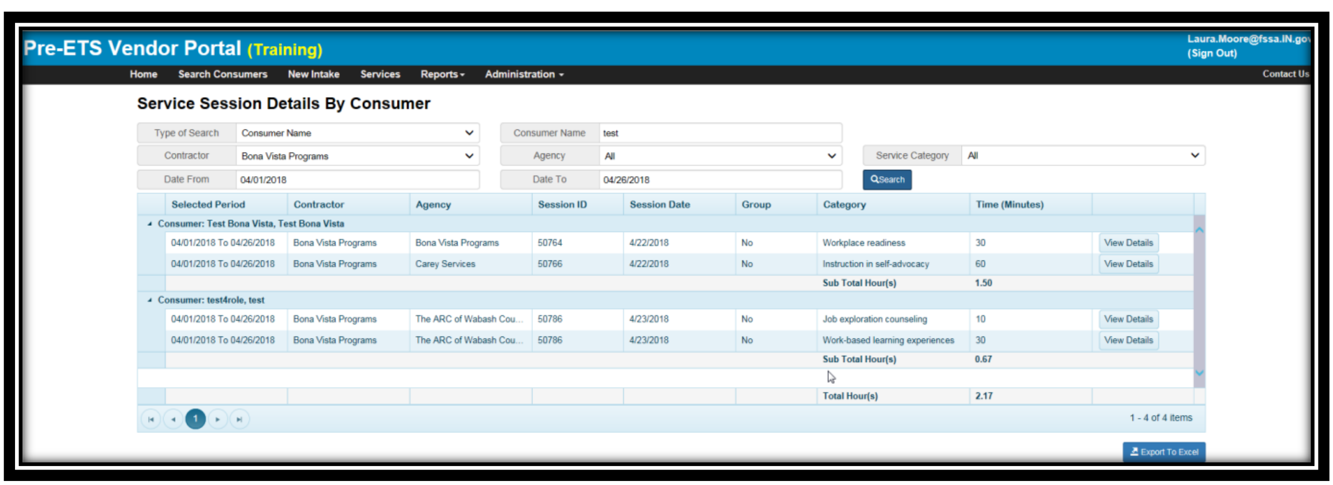
This report is similar to the Service Session Details report, but lists consumer and does not include billing information. This report does not include Service Consultant information. All services within the Date From/Date To date range per the selection criteria will be listed. Time spent in minutes will be included on the report.

The report will subtotal at the consumer level, and will provide a grand total. Totals are reported as hours, but detail is provided in minutes. The report can be exported to Excel.

For group sessions, time spent per session represents the total time per service category divided by number of consumers.

This report is available to Contractor Leads, Agency Leads, Pre-ETS Consultants, and VR Pre-ETS Administrators. For Contractor Leads and Agency Leads and Pre-ETS Consultants, the Contractor and Agency field will default. Contractor Leads can change the default Agency.

As with other reports, entering additional search criteria will narrow the search results.



Administration Menu

Transfer Case

This function is useful when a consumer moves to a new school district, or when an employee retires, transfers to a non-Pre-ETS position or is terminated and their caseload needs to be reassigned.

When it is necessary to transfer a case, all services that were provided under the original Agency should be entered *prior* to the transfer.

When an employee retires or is terminated, etc. all of their cases must be transferred before their user registration can be inactivated.

Contractor Leads, Agency Leads and VR Pre-ETS Administrators will have access to this function.

Pre-ETS Consultants will not have access to this function.

When a consumer is entered into the system via the Intake screen, the consumer's case is automatically assigned to the person that entered the Intake information. The assumption is that the person entering the case will be the Pre-ETS consultant who will be responsible for the case on an on-going basis. The Contractor/Agency/Pre-ETS Consultant at Intake is considered to be the Primary assignment. However, a case can be transferred as needed. The Primary assignment (i.e., case ownership) is carried with the transfer.

Contractor Leads and Agency Leads will have access to transfer cases to the Contractor Lead or to any Pre-ETS Consultant or Agency Lead in any of the Agencies within their Contractor group.

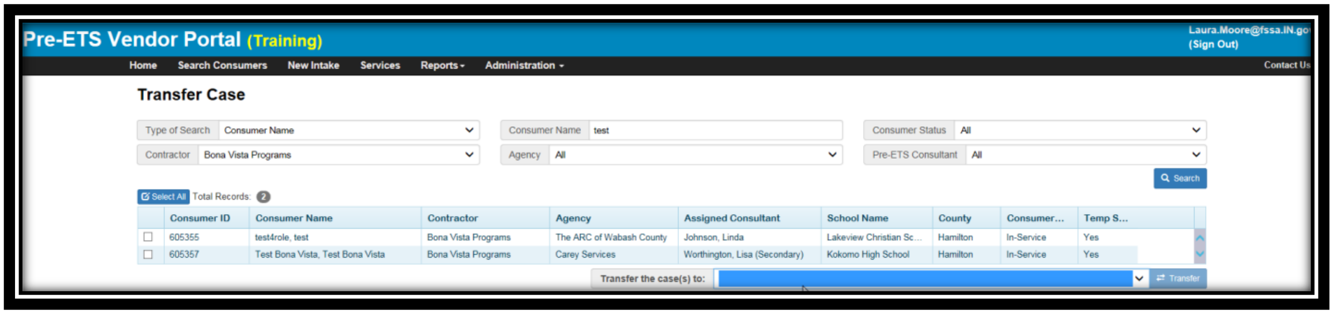
Statewide, VR Pre-ETS Administrators can transfer cases to any Contractor Lead, Agency Lead or Pre-ETS Consultant across Contractor groups.

If there is a need to transfer a case to a Contractor/Agency outside of your contract, please send a request via email to the VR Pre-ETS Administrators at Fssa.Pre-Ets@fssa.IN.gov.

The screen will allow the user to search in similar fashion to the Consumer Search screen. The user can then select a single case or multiple cases or all cases from the results grid and transfer them to the desired user (Pre-ETS Consultant, Agency Lead or Contractor Lead).

Note: If a consumer is shared across Agencies within a Contract, both Primary and Secondary consumer case assignments will be listed. Secondary assignments are noted as such in the grid results (in parantheses to the right of the Assigned Consultant's name).

A Primary assignment case cannot be transferred to a Contractor/Agency that already has a Secondary assignment, and vice versa. An error message will inform that the case can be transferred within an Agency. A case can be assigned from one Pre-ETS Consultant to another *within* a Primary or Secondary Contractor/Agency.



Manage Users

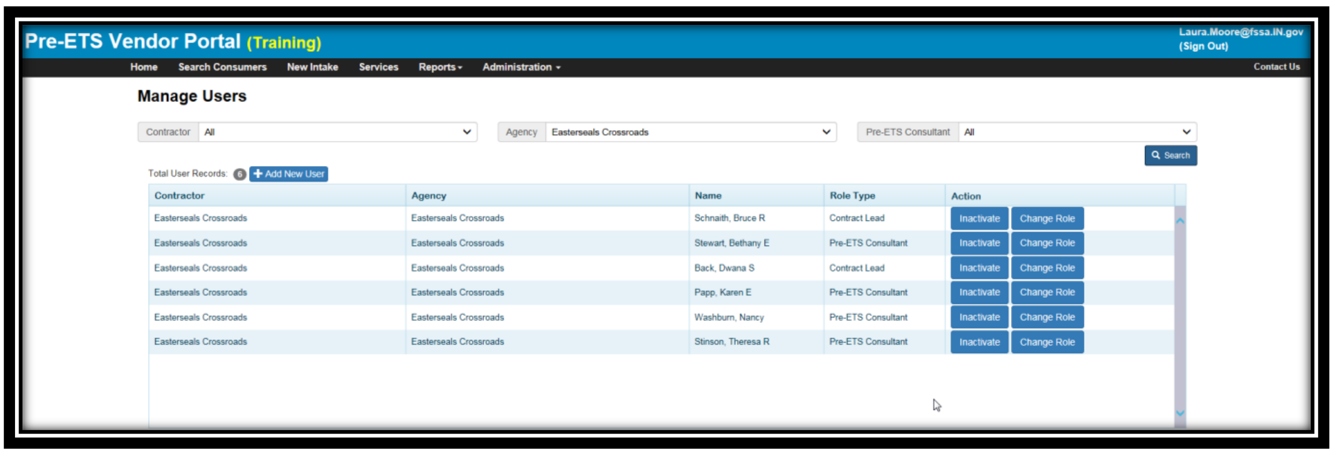
Manage Users has two functions: Add New User and Inactivate user.

Agency Leads, Contractor Leads and VR Pre-ETS Administrators will have access to this functionality.

Results Grid

By default, the Results Grid will list the user's Contractor/Agency. Pre-ETS Administrators can select All or select the desired Contractor/Agency.

If desired, enter additional search criteria. The search criteria is similar to the top row of the Consumer Search criteria. Click the Search button.



Add New User

When a new Pre-ETS Consultant, Contractor Lead or Agency Lead is hired, this function can be used to register a new user. Required user registration information, must be provided in order to submit the request.

Agency Leads will be able to register a user within their Agency.

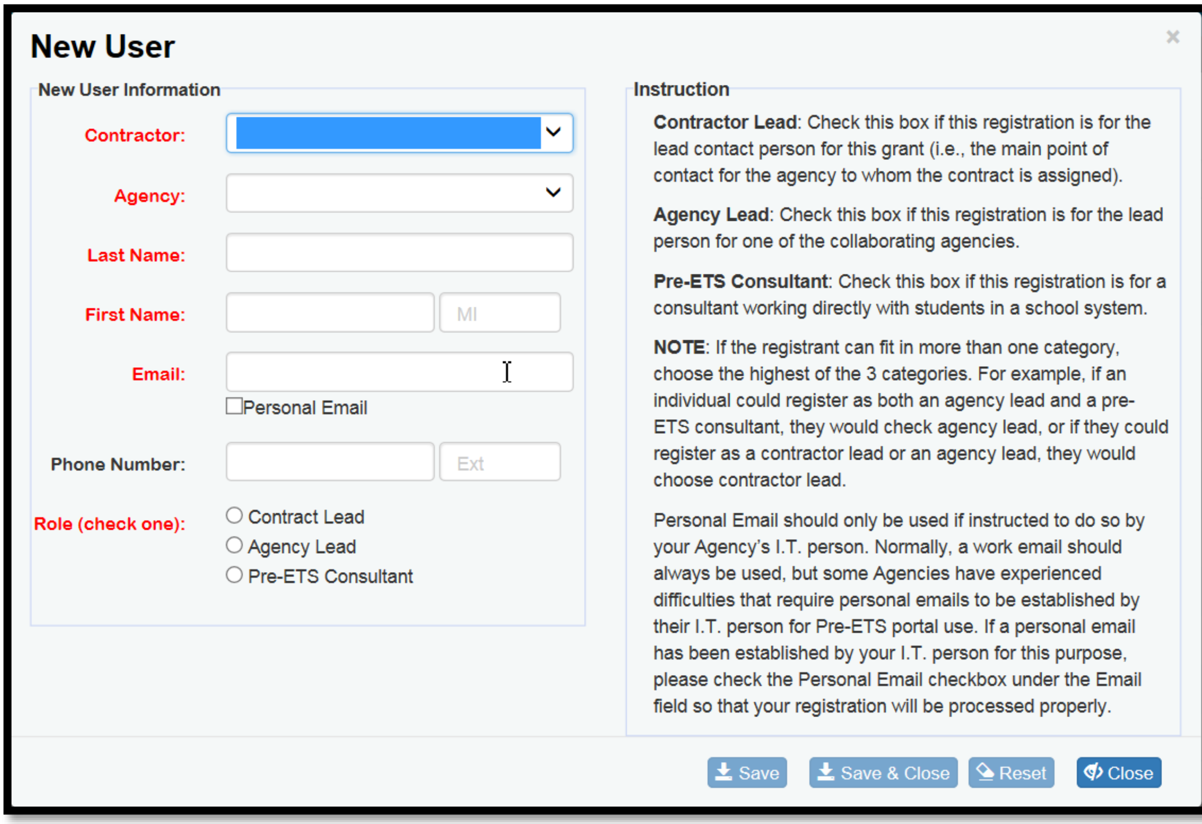
Contractor Leads will have the ability to register a user for any Agency within their Contractor Group.

VR Pre-ETS Administrators can register a user for any Contractor/Agency state-wide.

Note: If a user needs to be registered under more than one contractor, please email Fssa.Pre-Ets@fssa.IN.gov for assistance.

To add a new user, click the Add New User button at the top of the grid on the left-hand side.

The New User screen will then be presented. Fields in red font are required.



There are six required fields:

- Contractor
- Agency
- Last Name (enter the last name of the new user)
- First Name (enter the first name of the new user)
- Email (enter the email of the new user; it is important to ensure that the email is spelled correctly)
- Role (choose only one and if more than one role is appropriate choose the 'highest'; instructions for Role selection are provided on the right side of the screen)

Optional fields include: Middle Initial, Phone Number/Extension and Personal Email checkbox.

The Personal Email checkbox is only applicable to those agencies where issues prevent the use of the work email address. This is rare, and when it occurs a workaround has been identified in which a personal email (Gmail, Hotmail, etc. can be assigned by the Agency's I.T. person for Pre-ETS use.

- When a 'personal email' is used, it is important to check the Personal Email checkbox as special handling is required for these user registrations.
- If an email is entered with a domain such as Gmail, Hotmail, etc. a warning will be displayed if the Personal Email checkbox is unchecked. The warning will prompt the user "Are you sure this is not a personal email?"

- If it is not a personal email, click OK and the checkbox will remain unchecked and you can proceed with entry.
- If it is a person email, click Cancel to automatically check the Personal Email checkbox, and you can proceed with entry.

If you encounter any issues with the user registration process, email Fssa.Pre-Ets@fssa.IN.gov for assistance.

Inactivate (user)

When an employee retires/resigns, transfers out of Pre-ETS service provision or is terminated, their Pre-ETS User ID should be immediately inactivated at the point in time that they are no longer allowed to work on Pre-ETS cases.

Contractor Leads, Agency Leads and VR Pre-ETS Administrators will have access to this functionality.

Contractor Leads will be able to inactivate any user within their Contractor group, except for their own user account.

Agency Leads will be able to inactivate any user within their Agency, except the Contractor Lead or their own user account.

VR Pre-ETS Administrators will have state-wide access to inactivate any user.

Caution: When this function is used, the inactivated user will immediately lose all rights to the Pre-ETS Vendor Portal. Do not use this functionality until the user is no longer allowed access to the system. For example, if a user has given two week notice and will be allowed to continue working on Pre-ETS cases for two weeks, do not inactivate their user ID until the end of the two week period.

A User cannot be inactivated while cases are still assigned. An error will occur if cases are still assigned; the message will instruct to use the Transfer Case functionality to transfer all of the user's cases. All cases must be transferred prior to inactivation, including both Primary and Secondary assignments.

- Transfer Case is available under the Administration menu. Click Administration, then Transfer Case. Transfer all of the cases from the user to be inactivated to the desired Pre-ETS Consultant(s). Then you will be able to proceed with the Inactivate User function.

Select the desired user record from the Results Grid and click the Inactivate button in the rightmost column.

A successful inactivation message or an error (if cases are still assigned) will be displayed.

A user cannot be reactivated without Pre-ETS Administration assistance. If you mistakenly inactivated a user, contact Fssa.Pre-Ets@fssa.IN.gov by email to request a reactivation.

Change Role

This function can be used to Change the existing user role to a new role (for example from Pre-ETS Consultant to Agency Lead or Agency Lead to Contractor Lead, etc.).

Contractor Leads will be able to change the role of any user within their Contractor group, except for their own user account.

Agency Leads will be able to change the role of any user within their Agency, except the Contractor Lead or their own user account.

VR Pre-ETS Administrators will have state-wide access to change the role of any user.

Select the user in the grid. Click the Change Role button. A pop-up display of User Roles will appear, with the current role already selected. Select the new role, and click Save or Save and Close. A successful message will appear. Click OK.

Manage Case Assignments to additional Contractors/Agencies

This function can be used to assign additional contractors/agencies to a 'shared' consumer case. This is to be used when multiple agencies or contractors have an agreement to work with the same consumer. For example, one agency might work with the consumer during Summer school, and another during Fall to Spring semesters.

This function should not be confused with Transfer Case, which is to be used when a case is to be reassigned from one Contractor/Agency/Pre-ETS Consultant to another due to: retirement/attrition etc. of consultants within an agency, a consumer's move from one school district/area to a school district served by another Contractor/Agency, transfer from initial SOI VR registration to a Pre-ETS Contractor/Agency, etc.

This function cannot be used to assign multiple Pre-ETS Consultants within the same Contractor/Agency. The Transfer Case function should be used to reassign a case to another consultant within the same Agency.

Contractor Leads and VR Pre-ETS Administrators will have access to this functionality.

Manage Case Assignments to additional Contractors/Agencies has two functions: Assign and Unassign.

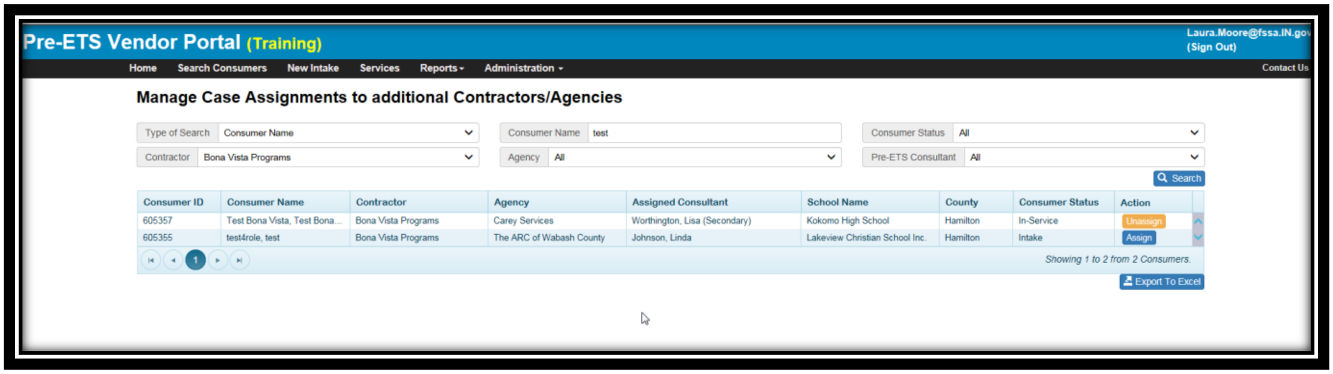
Results Grid

By default, the Results Grid will list the user's Contractor/Agency. Pre-ETS Administrators can select All or select the desired Contractor/Agency. Contractor Leads can select All for the Agency or select the desired Agency.

If desired to narrow the results, enter additional search criteria. Click the Search button.

The original case assignment (Contractor/Agency that entered the Intake) or the latest current assignment due to transfer of the original case assignment, is considered to be the "Primary" assignment (i.e., case owner). Any additional Contractor/Agencies assigned to the case are considered to be "Secondary" assignments.

When more than one Agency with a Contract or more than one Contractor is assigned to a consumer's case, the consumer's case will be listed multiple times in the grid, with Secondary assignment(s) displayed as such in parantheses next to the Assigned Consultant's name in the grid.



Assign

This function can be used by Contractor Leads and VR Pre-ETS Administrators to assign a Secondary assignment to any Contractor/Agency/Pre-ETS Consultant state-wide. This should of course be based upon prior agreement.

Select the desired Consumer Case from the grid results. Click the Assign button on the selected consumer row.

A pop-up screen will be presented: Assign Selected Case.

- The Consumer ID, Consumer Last Name and Consumer First Name will be displayed so that you can double check that the correct consumer case has been selected.
- Use the Select Agency/User drop-down list to select the Secondary Contractor/Agency/Pre-ETS Consultant. Because
- Click Assign. If the assignment is successful, a message will be displayed and you can Close the pop-up. If there is an error, a message will be displayed. Because this function cannot be used to assign multiple Pre-ETS Consultants within the same Contractor/Agency, the Agency of the selected case will not be included in the drop-down list.
  - If you attempt to assign a Primary case to an Agency that already has a Secondary assignment, an error message will display indicating that the case is already assigned to that Agency.
- Upon successful assignment, the Secondary Agency will be able to:
  - View Intake information. Secondary agencies will not be able to update the information (Intake information can only be updated by the Primary).
  - View existing case Documents, Upload new Documents (and Modify or Delete their own Documents on the case)
  - Enter services and View/Update/Delete their own services within normal rules. Secondary agencies will not be able to view the Primary Agencies services, and vice versa.
  - Run reports that include the Secondary consumer case.

Unassign

This function can be used by Contractor Leads and VR Pre-ETS Administrators to unassign a Secondary assignment on any Contractor/Agency/Pre-ETS Consultant state-wide. This can be used when the Secondary Agency will no longer be working with the consumer (for example, if the consumer does not want to participate in a Summer school program) or when the case is pending closure due to aging out of the program, etc.

Select the desired Consumer Case from the grid results. Click the Assign button on the selected consumer row. A confirmation question will appear to make sure you wish to unassign the case. Click OK and the secondary assignment will be removed.

Change Consumer Case(s) Status

This function can be used to Inactivate or Reactivate a case. It is available only to Contractor Leads, Agency Leads and VR Pre-ETS Administrators. Either the Inactivate or Reactivate functionality will be available, depending upon the current Consumer Status. If the status is Intake or In-Service, the Inactivate functionality will be available. If the status is Inactive, the Reactivate functionality will be available.

Use the Consumer Status selection criteria to choose the desired consumer status.

Inactivate Case:

The inactivation functions will only be available for active cases in Intake or In-Service status. The Consumer Status search criteria can be used to select Intake or In-Service cases or Active (Intake and In-Service) cases.

This function will be used to specify that a consumer is no longer receiving Pre-ETS services. This is to be used to specify the date that all services ended, and the reason that the services ended.

The Inactivate Consumer function should only be used when all Pre-ETS services have ended and will no longer continue.

This function should *not* be used when a consumer is simply discontinuing Pre-ETS services with one Contractor or Agency in order to transfer to another Contractor or Agency where Pre-ETS services will continue (due to moving to a new school district for example). When this occurs, the Transfer Case function should be used.

Search criteria should be used to find the desired consumer(s), similar to Consumer Search. Search criteria will default to the user's Contractor and Agency. The Search Types drop-down list includes School, which might be useful after a High School graduation occurs. The School drop-down list will include only the schools covered by the selected Contractor.

The Case Status search criteria defaults to All, which includes Inactive. The inactive cases will be displayed at the bottom of the list, as they are not eligible for Case Inactivation. These cases will not include a checkbox as they are already inactive and thus ineligible for selection.

- Inactive cases are displayed in order to lookup an Inactivated Case and review the fields pertaining to the inactivation. At this time, this is the only location where the specific details of the inactivation can be reviewed.
- To remove the Inactive cases from the desired results, change the Case Status from All to In-Service or Intake. To search only for Inactivate cases, set the Case Status to Inactive.

Once all Search Criteria have been entered, Click Search to find your consumer case(s).

Only Primary case assignments will be displayed. Only Primary Contractor/Agencies (and VR Pre-ETS Administrators) can change the case status.

Results Grid

After clicking Search, a results grid will display. As with other results grids throughout the system, the results are sortable by column header.

Select the desired case(s) to be inactivated by clicking the checkbox in the leftmost column.

The drop-down selection of Inactivation Reasons includes:

- Aged out of Pre-ETS Program
- Dropped out of High School
- Failed to Cooperate
- Graduated from High School
- Moved out of State
- No longer interested in receiving services
- All Other Reasons

Entry fields include: End Date (required to show when services ended) and Inactivation Reason (required to identify why the consumer(s)' case is being inactivated, Comment (optional, to be used as needed to provide useful information).

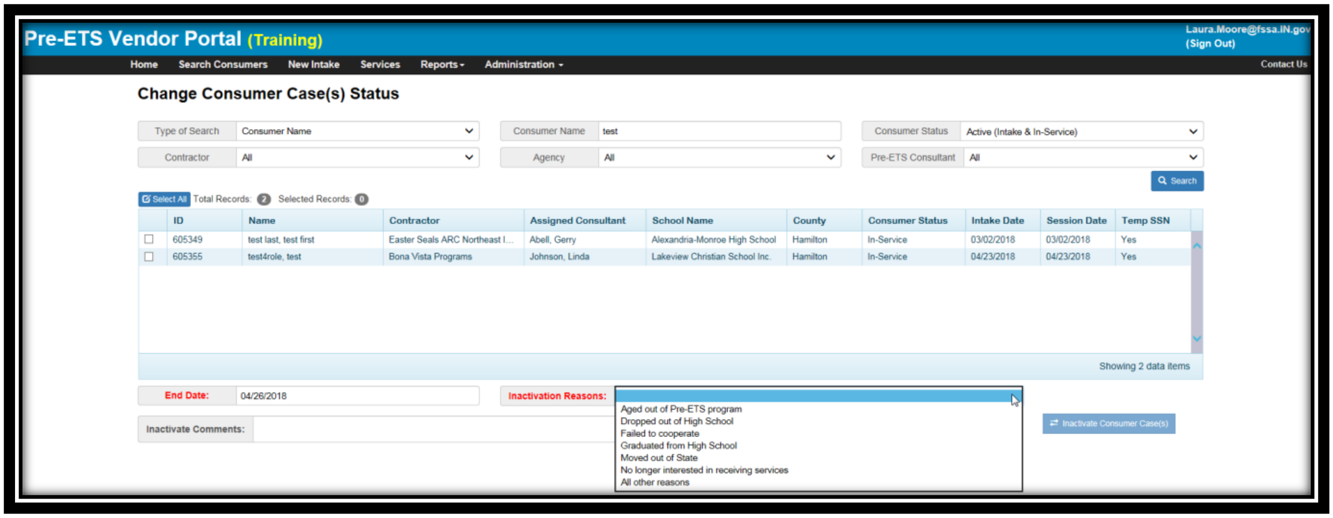
- When All Other Reasons is chosen as an inactivation reason, a conditionally required field will appear: Please Specify Other Inactivation Reason.
- The End Date will default to the current date, but is modifiable and can be back-dated.
- The End Date cannot be a future date.
- The End date cannot be earlier than the current federal reporting quarter start date (Jul 1 to Sep 30, Oct 1 to Dec 31, Jan 1 to Mar 31, Apr 1 to Jun 30).

More than one consumer case can be selected at a time. For example, at High School graduation time several consumer cases could be closed at the same time with the same End Date, Inactivation Reason of Graduated from High School, and same Comment. The End Date, Inactivation Reason (and Comment if entered) would be the same for all selected consumer cases.

> Care should be taken when closing multiple cases at the same time. In the example above, some students, *although they receive a certificate of completion, decide to stay in school for another year.* Those students, if under 23, are still eligible for Pre-ETS if desired and if so their case would *not* be inactivated along with the other high school graduates.

Once the desired case(s) have been selected, click the Inactivate Consumer Case(s) button on lower right-hand side of the screen. A message will display when the cases have been successfully inactivated.

After a case has been inactivated the uploaded Documents are 'locked', meaning that the Delete button will be disabled for all but VR Administrators. Note: If a document needs to be deleted after inactivation, until the reactivate function is available, please email Fssa.Pre-Ets@fssa.IN.gov to request the deletion. Please include contract/agency, consumer name, and information regarding the document to be deleted.

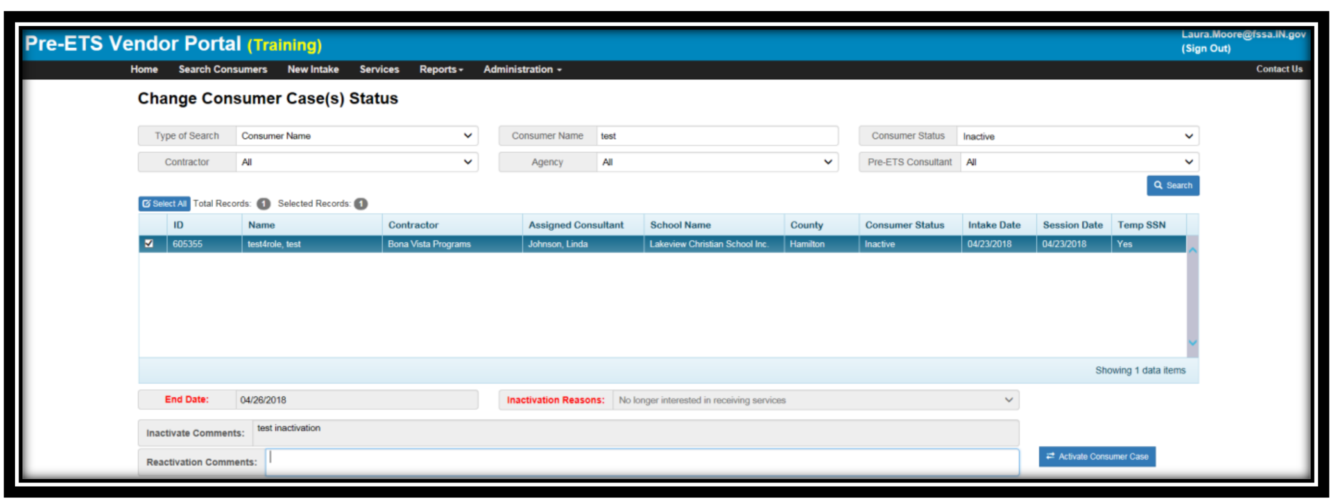


Reactivate Case:

The Case Status search criteria and results grid will function in the same way for reactivations as for inactivations. However, reactivation functions will only be available for Inactive cases. The Consumer Status search criteria can be used to select Inactive cases.

This function is useful if a case was mistakenly inactivated, or if a consumer decides to reinitiate Pre-ETS services.

When an Inactive case is selected in the grid, the prior inactivation information will be displayed, and a Reactivation Comments box and Activate Consumer Case button will be available. The comments are optional. Click the Activate Consumer Case button to reactivate the case.



State-wide Consumer Search

This functionality will be used by VR staff in order to identify that VR applicants are already registered in Pre-ETS and if so, the status of their case and whether or not services have already been provided. Only Primary case assignments for a consumer will be displayed.

This functionality will only be available to Pre-ETS Administrative and other VR staff. This functionality was designed to be used by VR staff who might also provide Pre-ETS services. These users will not have the authority to access/update Contractor's case information for existing Pre-ETS consumers.

Type of Search

There are three types of Consumer Searches: Consumer Name, School Name, and Temp SSN. When a Search Type is selected, the next field to the right will dynamically change to reflect the selected Type.

- For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When First Name is used, Last Name and First Name should be separated by a comma.
    - Example: Smith,John or Smith,J).
- If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
- The Schools drop-down will present a full list of the schools covered under the Pre-ETS Contracts.
- Temporary SSN – This will result in a list of consumers that had a temporary SSN created by the system due to the 'real' SSN not being available at the time of the intake. Temporary SSNs begin with '999' per RSA requirements. Note: The Temp SSN column in the results grid will show Yes or No. Yes indicates that a temporary SSN was assigned. No indicates that a 'real' SSN was entered.

An additional criteria of Consumer Status can be selected, otherwise this will default to All. The Consumer Status values include:

- Intake (Intake means that the consumer's Intake record has been entered, but no services have been entered)
- In-Service (In-Service means that the Intake and Service(s) have been entered)
- Inactive (Inactive means that the consumers' services have ended, and as a result the consumer's Pre-ETS 'case' is closed). When this value is displayed, scroll to the far right of the results grid, which will show if Services Exist (Yes or No).
- Active (Intake and In-Service) (Active includes cases in both Intake and In-Service status)

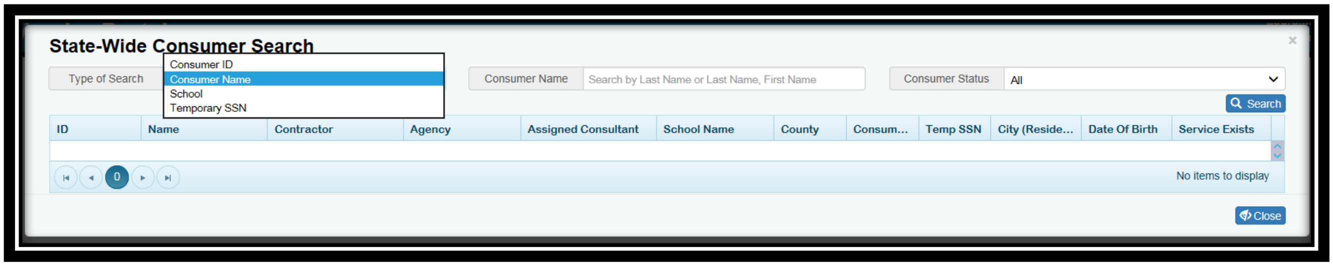
Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.



Manage Schools

Manage Schools has four functions: Add School, Edit information for the school or Assign an existing school to a Contractor, as well as Export to Excel.

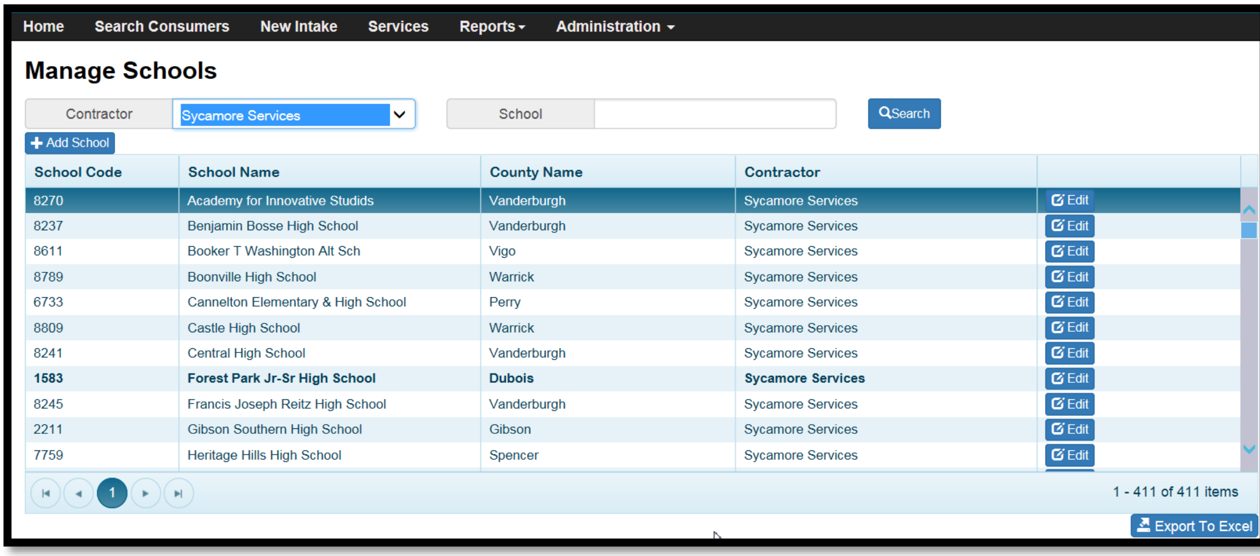
Contractor Leads and VR Pre-ETS Administrators will have access to this functionality.

Results Grid

By default, the Results Grid will list the Contractor's schools. Pre-ETS Administrators can select All or select the desired Contractor.

Please note that the selected Contractor's schools will be displayed, as well as other schools already registered in the system that are *not* assigned to the selected Contractor. Schools already assigned to the Contractor will have an Edit button in the grid results. Schools that are not assigned to the Contractor will have an Assign button in the grid results.

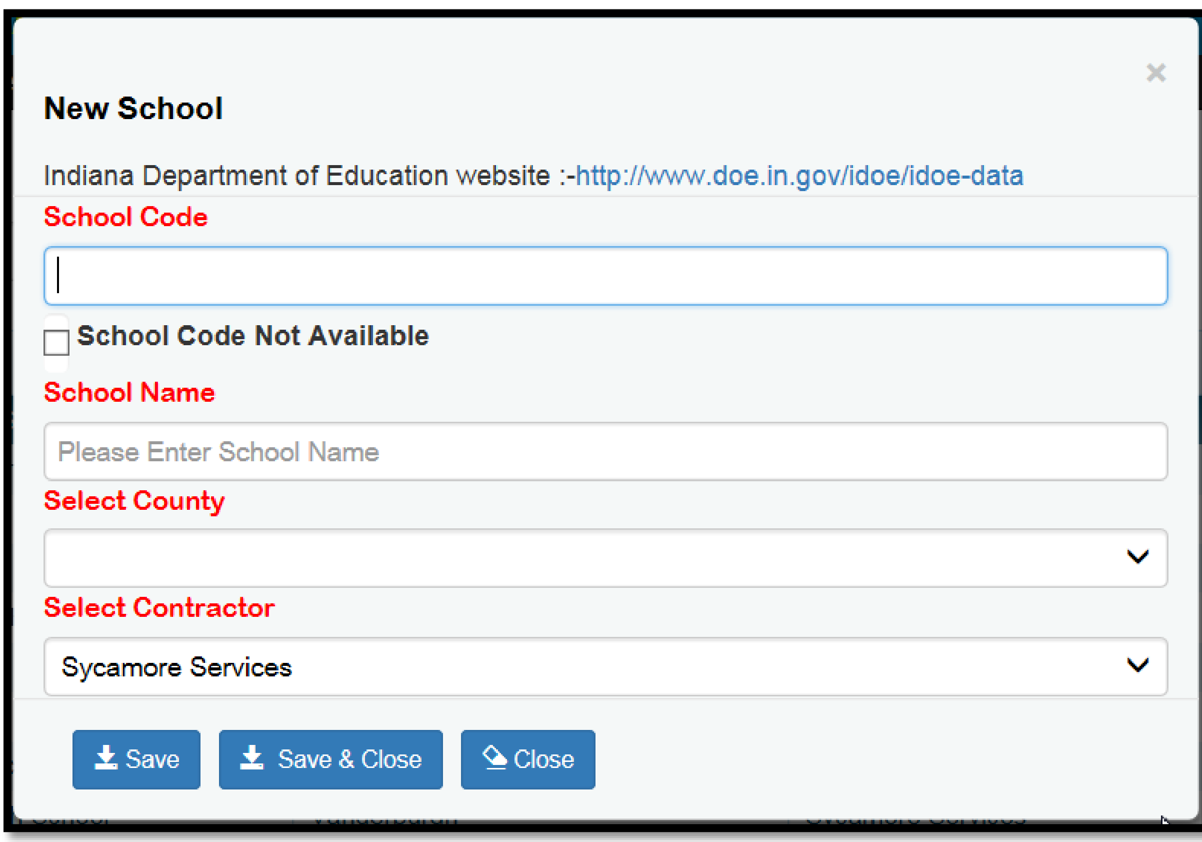
If desired, enter additional search criteria to look for a particular school. The search will look for the text string entered into the School search. Click the Search button. If the school is not found, use the Add School button.



Add School

To add a new school, click the Add School button at the top of the grid on the left-hand side. By default, the school will be assigned to the user's Contractor.

The New School screen will then be presented. Fields in red font are required.



There are four required fields:

- School Code
- School Name
- County
- Contractor

Optional fields include: School Code Not Available checkbox.

If uncertain of the school code or exact name of the school, this screen includes a link to the State of Indiana DOE website. On that website (listed under Popular Pages), is a link for the School Directory which is an excel file. There are two relevant worksheets that might contain the school you wish to add: PUBLIC and NONPUBLIC. You can use Find to search for your school in the appropriate worksheet.

Enter the correct school code, school name, and county per the DOE list. Using cut and paste (Ctl+C and Ctl+V) from the excel sheet to the screen for school code and school name fields will help to ensure that the fields are entered correctly.

If you cannot find your school in the DOE excel sheets, check the checkbox “School Code Not Available” and the system will assign a unique school code that is not already in use.

An error will occur if a duplicate school is entered for a Contractor. The error will prevent the entry of the duplicate.

Edit
This function allows the user to change an entry (for example, correct the school name spelling).

Assign
This function allows the user to assign a school that already exists in Pre-ETS to the selected Contractor. *Please use care to only assign schools that are in counties served by your contractor.*

Export to Excel
This function will export the grid results to an excel worksheet. Note: This will include *all* grid results which include schools not yet assigned to the selected Contractor. You may wish to filter or modify the worksheet to include only the selected Contractor’s schools.

Reactivate Consumer Case (under construction, not yet available)
Details are pending.

<Insert Reactivate consumer Case screen shot here>

Fiscal

Generate Invoice
This function will allow users to view a preview of a generated invoice, and/or to generate and submit an invoice within the Vendor Portal system.

The Invoicing function will be available to Contractor Leads, Agency Leads, and VR Pre-ETS Administrators.

Agency Leads can view their Agencies statistics. Only a Contractor Lead can generate and submit and invoice.

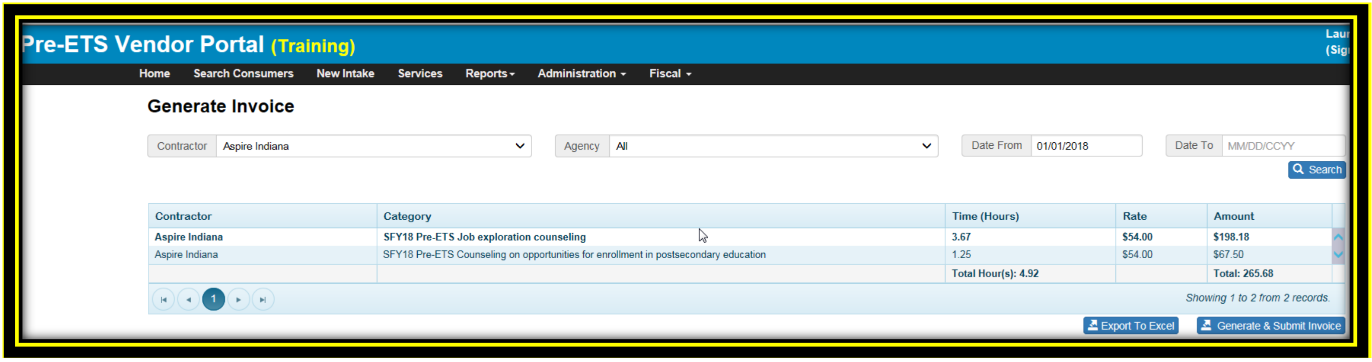
For a preview of the invoice, select the desired date range. *Only un-invoiced and unpaid service sessions within the date criteria will be included.*

This function is only available with 'new' contractor rates (with Date From 01-01-18 for most Contractors and from 10-01-18 for contractors with later contract renewals with new rates).

Typically, the time period will be for the prior month. Once all service sessions have been entered for the month, the invoice can be run for the time period, exported to excel and reviewed/approved prior to generation/submission of the invoice.

When ready to submit the invoice, run for the desired time period and click Generate & Submit Invoice.

- A warning message will be displayed indicating that the action cannot be reversed. The user can cancel from the action or proceed.
- Once the user clicks OK to proceed, all service sessions within the selected date range will be marked as "Invoiced" and will no longer be available for inclusion in future invoices.
- The generated invoice can be saved for record-keeping and/or inclusion of supporting documents with submission of the State claim form.
- The Vendor Portal invoice does NOT automatically submit the invoice to the State for billing nor does it replace the State required claim form.
- The values from the invoice can be copied/pasted into the corresponding Claim form line items.
- The invoice is an aggregate of the Service Sessions Details for Monthly Billing report, provided in the format of the State claim form.
- The invoice functionality will facilitate invoice review/approval by the State, accuracy of claims and federal reporting.
- Note: The monthly invoice can be compared to the Service Session Details for Monthly Billing report prior to generating/submitting the invoice.
    - The Service Session Details for Monthly Billing report will show all service sessions for a period, including those that have already been marked Invoiced or Paid.
    - In comparison, the invoice will only include the aggregate of service sessions in the period that are un-invoiced/unpaid. Therefore, to compare, do so before the invoice generated/submitted. The *totals* should match.



Invoice Reconciliation (under construction, not yet available)

This functionality will be used by VR Pre-ETS Administrators in order to identify Pre-ETS invoices that have been paid. This information will be used for federal reporting, as well as to apply business rules to Invoice and Service data (paid invoices/services within those invoices cannot be changed after payment).

This functionality will not be available to Contractor Leads or Agency Leads.

<Insert Invoice Reconciliation screen shot here>

Shortcut Keys

Throughout the system, shortcut keys are available. These are combinations of keys that will allow the user to 'jump to' or perform the desired function without having to navigate to the button.

The shortcut keys are listed by screen below:

Home Page

ALT + R = Go to Search Consumer

ALT + N = Go to New Intake

ALT + S = Go to Services Search

Consumer Search

ALT + R or focus on any Search field and press ENTER = Search

ALT + N = Go to New Intake

ALT + I = View/Modify Intake

ALT+M = Add/Modify Services

Alt + G = Set cursor focus on Grid

Intake

ALT + S = Save

ALT + I = Save and Close

ALT + L = Delete *[Note: The Delete intake function is restricted to VR Administrators.]*

ALT + 0 = Close

Transfer Case

ALT + R or focus on any Search field and press ENTER = Search

ALT + S = Transfer

Service Search

ALT + R or focus on fields and press ENTER = Search

ALT+M = to Add/Modify Services

ALT + N = Create New Service

Alt + G = Set cursor focus on Grid

Service Session

ALT+ U = Go to Add Services / Select Services pop-up screen

ALT+K = Go to Add Consumers / Select Consumers pop-up screen

ALT + S = Save

ALT + I = Save and Close

ALT + L = Delete

ALT + 0 = Close

Select Services Pop-up

ALT+P = OK

ALT + 0 = Close

Select Consumers Pop-up

ALT + R or focus on fields and press ENTER = Search

ALT+P = OK

ALT + 0 = Close

Administrative Menu / Manage Users

Alt + R = Search

Alt + G = Highlights first record on results grid with focus on the Inactivate button

Alt + N= Add New User

ALT + S = Save

ALT + I = Save and Close

ALT + 0 = Close

Administrative Menu / Manage Case Assignments to additional Contractors/Agencies

Alt + R = Search

Administrative Menu / Change Consumer Case(s) Status

Alt + R = Search

Alt + S = Inactive Consumer

Alt + G = Highlights first record on results grid with focus on the Inactivate button

Administrative Menu / State-Wide Consumer Search

Alt + R = Search

Alt+ O= Close

Reports Menu / Service Session Details for Monthly Billing

Alt + R = Search

Administrative Menu / Manage Schools

Alt + R = Search

Alt + N= Add New School

ALT + S = Save

ALT + I = Save and Close

ALT + 0 = Close

Alt+M =Edit *or* Assign selected school (based on the button displayed for the selected record)

Upload Documents

Alt + U = Upload Documents

Alt + G = sets focus on Action column in the results grid for the selected record and then the user can press tab key to focus on Modify and other buttons

Upload/Modify Popup

Alt + S = Upload or Save (if document type, document name, comment were modified)

Alt + I = Upload & Close or Save & Close (for field modifications as listed above)

Alt + L = Delete

Alt + O = Close

Menu ToolBar

Alt + Q = Set Focus on Home in Menu toolbar

Reports Menu / Service Session Details for Monthly Billing

Alt + R = Search